



75 Washington Avenue, Suite 206
Portland, Maine 04101
Phone 207.767.6440 Fax 207.767.8158
Email research@marketdecisions.com
www.marketdecisions.com

Research Report

Vermont Division of Vocational Rehabilitation

Employer Survey

Prepared by:

Brian Robertson, Ph.D.
Patrick Madden, MBA

July 2009

TABLE OF CONTENTS

	<u>Page</u>
I. Survey Methodology	1
II. Key Findings and Summary	6
Key Findings by Respondent Group.....	6
Summary by Respondent Group	12
III. Summary Report	19
A. Awareness and Familiarity with the Division and VABIR.....	19
B. Communications with and Use of Services Provided by The Division and VABIR.....	34
C. Satisfaction with the Services Provided by the Division and VABIR	46
D. Interest in Receiving Services Provided by the Division and VABIR	57
E. Company Hiring Process and Prior Experiences with Employees with Disabilities	72
F. Communications.....	103
Appendices	110
Appendix 1. Verbatim Responses to Open Ended Questions.....	111
Appendix 2. Survey Questionnaire	165

I. Survey Methodology

Introduction

Market Decisions conducted this project on behalf of the Vermont Division of Vocational Rehabilitation. The goal of this survey was to determine employer satisfaction with VR employment services. In addition, a telephone survey of the general business community was conducted to gauge awareness of VR and VR services among employers in Vermont.

The Survey Questionnaire

The survey questions were developed in collaboration with the staff of the Vermont Division of Vocational Rehabilitation. The survey included questions in six sections:

- Awareness of and familiarity with the Division and VABIR
- Communications with and use of services provided by the Division and VABIR
- Satisfaction with the services provided by the Division and VABIR
- Interest in receiving services provided by the Division and VABIR
- Company hiring process and prior experiences with employees with disabilities
- Communications

A copy of the survey is provided in the Appendices beginning on page 165.

Sampling

The sampling plan for this survey was tailored to target to primary groups of employers in Vermont. The goal of the sampling plan was to

- Gather information from current clients of the Division
- Gather information from the general business community in Vermont

The sampling strategy was tailored to gather data from 100 clients of the Division and from 200 employers in the broader business community in Vermont. In order to reach clients, the Division provided a list of businesses with which the Division had a current working relationship or a past relationship.

Current Clients

The goal was to complete a minimum of 100 surveys among current clients. The sample of current clients was provided by the Division of Vocational Rehabilitation. The goal was to complete interviews among a sample of clients throughout the state.

General Business Community

Among the general business community, the goal was to complete a minimum of 200 surveys among businesses located in Vermont. The sampling frame consisted of all privately owned

businesses in the state. The sample was generated by Marketing Systems Group, one of the nation's leading sample generation firms.

The sample was stratified by geography as well as by the size of the business based on the total number of employees. The sample was stratified based upon four geographic strata and three business size classes. The geographic and business size categories used in defining the sampling frame are presented below.

Geographic Sampling Areas

Area 1 Burlington Area	Area 2 Northeast VT	Area 3 Southwest VT	Area 4 Southeast VT
Chittenden County	Caledonia County	Addison County	Orange County
Franklin County	Essex County	Bennington County	Washington County
Grand Isle County	Lamoille County	Rutland County	Windham County
	Orleans County		Windsor County

Business Size	Target Number of Surveys
Fewer than 10 employees	50
10 to 49 employees	100
50 or more employees	50

The final sampling frame consisted of 9 discrete strata based on geography and size of the business:

Stratum	Geographic Area	Business Size (# of Employees)	Target Goal for # of Completed Interviews
1	Statewide	50 or more	50
2	Burlington Area	Fewer than 10	12
3	Northeast VT	Fewer than 10	12
4	Southwest VT	Fewer than 10	12
5	Southeast VT	Fewer than 10	12
6	Burlington Area	10 to 49	25
7	Northeast VT	10 to 49	25
8	Southwest VT	10 to 49	25
9	Southeast VT	10 to 49	25

Data Collection

All telephone interviews were conducted in a central interviewing facility using our Computer Assisted Telephone Interviewing (CATI) software. All interviewers were supervised and monitored continuously. The telephone data collection phase was begun on June 18, 2009 and data collection was completed by July 13, 2009. A total of 342 employers were interviewed by telephone, including 100 businesses from lists provided by the Division and 242 businesses from the general business community.

Completed Interviews by Sample Strata

Stratum	Geographic Area	Business Size (# of Employees)	Actual Number of Completed Interviews
General Business Community Sample			
1	Statewide	50 or more	85
2	Burlington Area	Fewer than 10	12
3	Northeast VT	Fewer than 10	11
4	Southwest VT	Fewer than 10	12
5	Southeast VT	Fewer than 10	13
6	Burlington Area	10 to 49	29
7	Northeast VT	10 to 49	25
8	Southwest VT	10 to 49	24
9	Southeast VT	10 to 49	31
Total			242
Sample List Provided by the Division			
10	Burlington Area		32
11	Northeast VT		13
12	Southwest VT		27
13	Southeast VT		28
Total			100

During the course of completing surveys among the general business community, 17 businesses were identified that were currently using services provided by the Division. Among the list of businesses provided by the Division, 46 indicated they were currently receiving services while 54 indicated they were not currently receiving services. The final results presented in this report are based on

- 63 businesses that are currently clients of the Division
- 54 businesses from lists provided by the Division but who are not current clients
- 225 businesses from the general business community who are not current clients

Survey Response Rates

Among clients of the Vermont Division of Vocational Rehabilitation, the survey response rate was 57%. The response rate among the general business community was 21%.

	General Business	VR Clients
Overall Response Rate	21%	57%
AAPOR Respondent Cooperation Rate	46%	83%
AAPOR Respondent Refusal Rate	4%	7%

AAPOR Standard Formulas -AAPOR rates

AAPOR (the American Association for Public Opinion Research) has standardized formulas used by researchers for the calculation of response, cooperation, and refusal rates. The formulas allow other researchers to compare this research to other research projects, since the formulas used in the calculation of the rates are the same. The formulas clearly identify what is used in deriving the response rates based on rules that identify cases as eligible and ineligible. The AAPOR rates provide a sense of how well the interviewing process works once a respondent is contacted.

Cooperation rates – This represents the proportion of all cases interviewed out of all eligible units ever contacted. That is, what percent of identified respondents ended up completing the interview. This includes cases where a respondent refused to do the survey, began but did not complete the survey, and cases where a respondent wished to complete the survey at another time but did not end up completing the survey.

Refusal rates – The refusal rates represent the proportion of all cases in which the respondent refuses to be interviewed, or breaks off an interview, out of all respondents that were contacted and spoken with.

Sampling Error

The percentages reported for the general business community sample are within plus or minus 6.5% that would be found if all businesses in Vermont were interviewed. For example, if our survey showed that 50% of the sample was familiar with the division, then the comparable figure for the population would be somewhere between 43.5% and 56.5% with a confidence level of 95%.

Presentation of Survey Results

This report provides a summary of the results for current clients as well as the general business community in Vermont. However, the responses from the survey indicate that respondents most clearly fall into three analytical results. These include:

- **Current clients** – those that are currently receiving services from the Division (n=63). In charts, these respondents are identified by the blue bars.
- **DVR Non-clients** – these represent respondents whose information was provided by the Division but during the interview indicated that they had not received services from the Division during the past year (n=54). In charts, these respondents are identified by the yellow bars.
- **General Business Non-clients** – these are respondents drawn from the general business community (a random sample of all Vermont businesses) that have not received services from the Division during the past year (n=225). In charts, these respondents are identified by the red bars.

This breakdown will help the Division focus efforts on their current clients, on those with which there has been contact but for whom services have not been provided, and on the larger business community in Vermont.

Note that in the charts and tables, the percentages referenced will always be the percent of valid responses for the question. This may not be the entire population since whether a respondent was asked a question may have depended on their answer to prior questions. For example:

- Only current clients were asked about their level of satisfaction with services
- Only those that had not received services from the division during the past year were asked their interest in obtaining such services from the Division.

II. Key Findings and Summary

Key Findings by Respondent Group

Current Clients

- Nearly all current clients (92%) indicate they are familiar with the Division.
- More than eight in ten current clients (81%) have a positive image of the Division.
- More than four in ten current clients (44%) indicate they are familiar with VABIR.
- Nearly four in ten current clients (38%) have a positive image of VABIR while 51% are unsure given their unfamiliarity with VABIR.
- Nearly nine in ten current clients (89%) currently work with the Division while one-quarter (25%) are currently working with VABIR.
- Among current clients, more than four in ten (44%) have been working with the Division and/or VABIR for more than five years.
- Nearly eight in ten current clients (79%) have met with a representative of the Division while more than one-quarter (27%) have met with a representative of VABIR.
- 17% of clients report receiving services from the Division or VABIR in the past (aside from the services they currently receive).
- Among current clients the most commonly obtained services are referral of candidates for job openings (81%), training and consulting on disability and employment (49%), and assistance with accommodations for workers with disabilities (46%).
- Among current clients there is a high level of satisfaction with the services provided by the Vermont Division of Vocational Rehabilitation.
- Current clients suggest more frequent contact and follow-ups by staff, less paperwork, and better preparing candidates for jobs as suggestions to improve services and make them more useful.
- Nearly three quarters (73%) of current clients have hired a candidate referred by the Division or VABIR.

- The most common recruitment methods for current clients include newspapers (68%), internet job sites (56%) and word of mouth (51%).
- Ninety-five percent of current clients currently employ or have hired a person with disabilities in the past.
- Twenty-nine percent of current clients feel that there are potential drawbacks to hiring a candidate with a disability.
- Seven in ten current clients (70%) say they currently have a diversity initiative implemented in their business.
- Eighty-seven percent of current clients are aware of the tax credits and deductions offered by the Americans with Disabilities Act to improve accessibility for workers with disabilities.
- Three in ten current clients (30%) indicate the availability of tax incentives would make them more likely to hire a candidate with a disability.
- Almost three-quarters of current clients (73%) would be interested in a service where they could assess candidates with disabilities before committing to hiring the candidate.
- Nearly all current clients (94%) say that Vermont's aging workforce has NOT caused any problems for their business.
- Seven in ten current clients (70%) would be interested in a service that provides assistance for employees that may develop age related disabilities.
- Three quarters of current clients (75%) indicate they are familiar with Employee Assistance Programs (EAPs).
- Among those who are familiar with EAPs, 66% of current clients indicate their company offers employee access to an Employee Assistance Program.
- Over eight in ten (83%) current clients are aware that the majority of U.S. companies have an EAP program.
- One in ten current clients (10%) would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company.
- Three in ten current clients (29%) work with other placement programs in addition to VocRehab Vermont and VABIR.

- Less than half of current clients (44%) would be interested in having only one point of contact to access a range of placement programs.
- Email, regular mail and in person visits are the most effective method of providing clients with information about VocRehab Vermont and VABIR.

DVR Non-clients

- More than half of DVR non-clients (61%) indicate they are familiar with the Division.
- More than half of DVR non-clients (54%) have a positive image of the Division while three in ten (30%) are unsure.
- Only three in ten DVR non-clients (31%) indicate they are familiar with VABIR.
- Nearly two-thirds of DVR non-clients (65%) are unsure of their image of VABIR given their unfamiliarity.
- 2% of DVR non-clients work with supported employment providers working with specific populations.
- 44% of DVR non-clients have met with a representative of the Division while 31% have met with a representative of VABIR.
- One-half of DVR non-clients (50%) report receiving services from the Division or VABIR in the past.
- There is interest among businesses that are not current clients in receiving a number of services offered by the Division.
- The most common recruitment methods for DVR non-clients include newspapers (57%), internet job sites (46%) and word of mouth (57%).
- 77% of DVR non-clients currently employ or have hired a person with disabilities in the past.
- One in five DVR non-clients (20%) feel there are potential drawbacks of hiring a disabled worker
- 61% of the DVR non-client respondents currently have a diversity initiative implemented in their business.

- **65% of the DVR non-clients are aware of the tax credits and deductions offered by the Americans with Disabilities Act to improve accessibility for workers with disabilities.**
- **One-quarter (24%) of DVR non-clients indicate the availability of tax incentives would make them more likely to hire a candidate with a disability.**
- **Only 48% of DVR non-clients would be interested in a service where they could assess candidates with disabilities before committing to hiring the candidate.**
- **Nearly all DVR non-clients (87%) say that Vermont's aging workforce has NOT caused any problems for their business.**
- **Less than half (44%) of DVR non-clients would be interested in a service that provides assistance for employees that may develop age related disabilities.**
- **Six in ten DVR non-clients (61%) indicate they are familiar with EAPs.**
- **Sixty-four percent of DVR non-clients indicate say that their company offers employee access to an EAP.**
- **Over eight in ten (82%) DVR non-clients are aware that the majority of U.S. companies have an EAP program.**
- **Eleven percent of DVR non-clients would be interested in meeting an Invest EAP representative.**
- **Three in ten DVR non-clients (28%) work with other placement programs in addition to VocRehab Vermont and VABIR.**
- **Only one-third (33%) of DVR non-clients would be interested in having only one point of contact to access a range of placement programs.**
- **Email and regular mail are the most effective method of providing DVR non-clients with information about VocRehab Vermont and VABIR.**

General Business Non-clients

- **Among general business non-clients, most (69%) are not familiar with the Division.**
- **Among general business non-clients, about three in ten (27%) have a positive image of the Division while more than seven in ten (72%) have a neutral image or are unsure.**

- **Nearly nine in ten general business non-clients (87%) are not familiar with VABIR.**
- **Two-thirds (68%) of general business non-clients are unsure of their image of VABIR given their unfamiliarity.**
- **Among general business non-clients, 4% work with supported employment providers working with specific populations.**
- **Only 12% of general business non-clients have met with a representative of the Division and only 3% have met with a representative of VABIR.**
- **Only 10% of general business non-clients report receiving services from the Division or VABIR in the past.**
- **There is interest among general business non-clients in receiving a number of services offered by the Division.**
- **The most common recruitment methods for general business non-clients include newspapers (58%), internet job sites (26%) and word of mouth (35%).**
- **49% of general business non-clients currently employ or have hired a person with disabilities in the past.**
- **One-quarter (26%) of general business non-clients feel that there are potential drawbacks of hiring a worker with disabilities.**
- **Only 35% of the general business non-clients have a diversity initiative implemented in their business.**
- **Half (52%) of general business non-clients are aware of the tax credits and deductions offered by the Americans with Disabilities Act to improve accessibility for workers with disabilities.**
- **22% of general business non-clients would be more likely to hire a candidate with a disability due to the tax incentives.**
- **Slightly less than half (47%) of general business non-clients would be interested in a service where they could assess candidates with disabilities before committing to hiring the candidate.**
- **Nearly all general business non-clients (91%) say that Vermont's aging workforce has NOT caused any problems for their business.**
- **47% of general business non-clients would be interested in a service that provides assistance to employees that develop age-related disabilities.**

- **Among general business non-clients, less than half (46%) are familiar with EAPs.**
- **Among the general business non-clients familiar with EAPs, 53% say that their company offers employee access to an EAP.**
- **72% of general business non-clients are aware that the majority of U.S. companies have an EAP program.**
- **Among general business non-clients, 16% would be interested in meeting an Invest EAP representative.**
- **Among general business non-clients, only 17% say they work with other placement programs.**
- **Less than half (45%) of general business non-clients would be interested in having only one point of contact to access a range of placement programs.**
- **Among general business non-clients, email and regular mail is the most effective method of providing companies with information about VocRehab Vermont and VABIR.**

Summary by Respondent Group

Current Clients

Nearly all clients (92%) indicate they are familiar with the Vermont Division of Vocational Rehabilitation, though only 33% indicate they are very familiar. Current clients have a positive impression of the Division with 81% having a positive image of the Division. Only 2% indicate they have a negative image of the Division. The level of familiarity with VABIR is significantly lower - 44% indicate any level of familiarity and only 17% indicate they are very familiar. Thirty-eight percent indicate they have a positive image of VABIR, however, 51% are simply lack the familiarity to assess VABIR's image.

These results suggest that even among those that are currently working with the Division, they know about the specific services they receive and are familiar with the staff with which they work, but there is still a lack of knowledge or detail about the role of the Division and the services it provides to Vermont businesses. There is also clearly a lack of awareness among current clients of VABIR, the role of VABIR, the services it provides, and its relationship with the Vermont Division of Vocational Rehabilitation.

Most of the Division's current clients have a long term relationship with the Division. Forty-four percent have been working with the Division and/or VABIR for more than five years while 24% of clients have been working with the Division and/or VABIR for two to five years. Nearly eight in ten have met with a representative or staff of the Division and 27% have met with a representative of VABIR. Contact with the Division has been fairly recent with more than half of current clients meeting with Division staff within the past three months (13% within the past week, 21% two to three weeks ago, 6% one month ago, and 11% two to three months ago).

Among your current clients, the most commonly used services include:

- Referral of candidates for job openings (81%)
- Training and consulting on disability and employment (49%)
- Assistance with accommodations for workers with disabilities (46%)
- Job coaching (40%)

Current clients express a high level of satisfaction with the services that are provided by the Division. Only a small percentage of clients report any level of dissatisfaction with the services or with Division staff providing services. Among the small percentage of clients that express dissatisfaction, their main concerns were the training level or qualifications of candidates, the burden of paperwork, and the helpfulness of the staff. Current clients did offer a few suggestions for improving the current level of service. These suggestions include the need for more frequent contact and more frequent follow-up by Division staff. A number of clients also stressed the need to better prepare candidates for work; job readiness training and better awareness of job details. Current clients also mention the need to ease the burden of paperwork.

Given their status as current clients of VT DVR, it is not surprising that this group has a lot of experience with and knowledge about hiring workers with disabilities. Sixty-seven percent (67%) of current Division clients currently have workers with disabilities in their company or business, while 29% have hired workers with disabilities in the past. Only 3% of current clients have never hired a disabled worker.

In addition, 70% of current clients have a diversity initiative implemented in their company or business and 87% are aware that the Americans with Disabilities Act provides tax credits and deductions to improve accessibility for employees with disabilities. Three in ten clients say that these tax incentives make them more likely to hire a candidate with a disability.

Interest in additional services among current clients is generally very strong. Among this group:

- Close to three-quarters (73%) of current clients would be interested in a service where they could assess candidates with disabilities prior to making a hiring commitment.
- Seventy percent would be interested in a service that provides assistance for employees that may develop age related disabilities.
- 10% say they would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company

Interest is low among clients for being contacted about the EAP program because a large percentage of them already offer employees access to one. Three-quarters of clients said they are familiar with EAP programs and 66% of those said that their company currently offers access to a program for employees.

Not surprisingly, current clients have a high level of engagement and communication with the Division as well as other placement programs. Twenty-nine percent of current clients work with other placement programs in addition to VocRehab Vermont and VABIR. The other programs that current clients work with are diverse and include the Vermont Department of Labor, Vermont Associates, Vermont Employment Center, Reach Up through the Department for Children and Families, and recruiters or staffing agencies in general.

Less than half of current clients (44%) say they would be very interested in having one point of contact to access a range of placement programs. However, one-quarter (24%) indicate they would need more information before making a decision.

Regarding their preferred method of contact, email (54%), regular mail (35%), and in-person contact by a representative (35%) are the most common choices. The fact that such a large percentage of current clients prefer to be contacted in-person is an indication that VocRehab Vermont and VABIR representatives have been successfully communicating with clients and clients feel comfortable speaking with representatives.

DVR Non-clients

This group of respondents represents businesses with which the Division has had some form of contact but are not currently using services provided by the Division (one-half have used services in the past). Thus, there is some basis for awareness of the Division and the services it provides. Given that the group has either had a prior relationship with the Division or at least contact with the Division, a sizeable percentage are not familiar with the Division and even among those with some familiarity, they seem to lack any depth of understanding of the Division. Sixty-one percent indicate they are familiar with the Vermont Division of Vocational Rehabilitation although only 13% indicate they are very familiar. Thirty-nine percent, more than one third, are not very or not at all familiar with the Division. Fifty-three percent have a positive image of the Division. While only 2% have a negative image of the Division, 30% lack the familiarity to offer an assessment.

As with current clients, the level of familiarity with VABIR is significantly lower than that of the Division, only 31% are very or somewhat familiar with VABIR while 61% are not very or not at all familiar with VABIR. While 16% have a positive image of VABIR, nearly two thirds (65%) lack the familiarity to assess VABIR's image.

These results suggest the need for additional communication with this group. Many are simply not familiar with the Division and many more are likely not familiar with the specific services offered by the Division. As with current clients, there is clearly a lack of awareness of VABIR, the role of VABIR, the services it provides, and its relationship with the Vermont Division of Vocational Rehabilitation.

Forty-four percent of this group has met with a representative or staff of the Division and 31% have met with a representative of VABIR. Contact with the Division was, in general, not recent; only 6% have met with a representative within the past month and only 27% within the past year. One-half of this group has worked with the Division and/or VABIR in the past. The services this group had most likely obtained from the Division include referral of candidates for job openings, job coaching, assistance with accommodations for workers with disabilities, and identification of hiring incentives such as tax credits and training reimbursement.

However, these respondents have not worked with the Division recently. Nearly three in ten (29%) of those indicating they had worked with DVR or VABIR in the past had a working relationship one to two years ago, 25% indicate this working relationship was two to five years ago, and 29% indicate they last worked with the Division and/or VABIR more than five years ago. The main reasons cited for not continuing a working relationship include the poor economy affecting the number of jobs, the lack of job openings, or simply there was no need for the services provided by the Division.

Respondents express an interest in the services provided by the Division. A majority of the respondents in this group indicate they are very or somewhat interested in obtaining one of more services offered by the Vermont Division of Vocational Rehabilitation. Those for which the respondents expressed the highest level of interest are:

- Referral of candidates for job openings (52% very or somewhat interested)
- Retention and/or retraining of incumbent workers who develop disabilities (44% very or somewhat interested)
- Assistance with accommodations for workers with disabilities (44% very or somewhat interested)
- Training and consulting on disability and employment (41% very or somewhat interested)
- Disability awareness and etiquette trainings for supervisors, managers and staff (41% very or somewhat interested)
- Identification of hiring incentives such as tax credits, training reimbursement (41% very or somewhat interested)
- Try before you buy options for assessing a candidate (41% very or somewhat interested)

A sizeable percentage of this group have used referral of candidates for job openings (37%) and job coaching services (20%) in the past (and smaller percentages have obtained other services from the Division); with 50% obtaining some type of service from the Division in the past. However, 50% have NOT obtained prior service. Thus, there are two distinct populations within this group that the Division will have to reach out and engage their interest.

Regardless of whether or not they have used services in the past, this group is included among those that have contact with the Division. Thus, it seems that the opportunity here is likely one of better communication. For those that might have used these services in the past, follow-up to determine if there is a continued need is warranted. For those that have not used these services in the past, the need is communication, awareness, and education. There is a need to not only communicate with this group about the Division in general, but provide information about the specific services the Division offers.

Despite the fact that this group of respondents say they do not use any services provided by VocRehab Vermont and VABIR, their experience with hiring workers with disabilities is similar to that of current clients. Among this non-client group, 46% currently have workers with disabilities in their company or business, while 31% have hired workers with disabilities in the past. Only 15% of this group has never hired a disabled worker.

Sixty-one percent of DVR non-clients report they currently have a diversity initiative implemented in their company or business and 65% are aware that the Americans with Disabilities Act provides tax credits and deductions to improve accessibility for employees with disabilities. Twenty-four percent of these respondents say that these tax incentives make them more likely to hire a candidate with a disability.

However, unlike current clients, respondents from this group express less interest in potential services. Only 48% of DVR non-clients would be interested in a service that allows them to assess candidates with disabilities before committing to hiring the candidate. One-quarter did say that they would need more information before making a decision. In addition, less than half (44%) of this group would be interested in a service that provides assistance for employees that may develop age related disabilities.

Six in ten of the DVR non-clients indicate they are familiar with EAPs and 64% of those who are familiar with them say their company offers employee access to one. Similar to the current clients, only one in ten said they would be interested meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company.

The DVR non-clients share some similarities to current clients in their communications interests. Twenty-eight percent of these respondents indicate that they work with other placement programs. The other types of placement programs with which they work with is similar to that of current clients.

One-third of DVR non-clients would prefer one point of contact for all their placement needs, while an additional 28% of these respondents indicate they would need more information before making a decision.

This group of respondents prefers to be contacted by email (43%) or traditional mail (43%), while a smaller percentage said they prefer in person contact by a representative (22%).

General Business Non-clients

This group of respondents represents businesses with which the Division, for the most part, has had little or no contact (only 12% report ever meeting with a representative or staff of the Division). With such limited contact it is perhaps not too surprising that there is a general lack of familiarity with the Division. Only 31% report any level of familiarity with the Vermont Division of Vocational Rehabilitation (and only 6% indicate they are very familiar). Twenty-seven percent have a positive image of the Division but since such a large percentage lacks familiarity, 34% indicate their image of the Division is neutral while 38% did not offer an assessment given their lack of familiarity.

Less than one in ten indicate any level of familiarity with VABIR and 87% indicate they are not very or not at all familiar with VABIR. Given the general lack of familiarity, 68% did not offer an assessment of the image of VABIR.

The area of focus among this group is one of simply building awareness. The results suggest that communications need to first focus on increasing awareness of the Division among the larger Vermont business community prior to an effort to get businesses to use the services offered by the Division. The good news; there is interest among the broader business community for the services provided by the Division especially among the larger companies in Vermont.

Only 12% of general business non-clients have met with a representative or staff of the Division only and 3% have met with a representative of VABIR. Contact with the Division was, in general, not recent; only 6% have met with a representative within the past year. Only ten percent report working with the Division and/or VABIR in the past. The services this group had most likely obtained from the Division include referral of candidates for job opening, training

and consulting on disability and employment, and assistance with accommodations for workers with disabilities.

Those that have received services in the past have not done so recently. Nearly three in ten (29%) had a working relationship with the Division and/or VABIR one to two years ago, 6% indicate this working relationship was two to five years ago, and 35% of those reporting working with the Division or VABIR in the past indicate they last worked with the Division and/or VABIR more than five years ago.

The main reasons cited for not continuing a working relationship include the lack of job openings, or simply there was no need for the services provided by the Division. However, 39% of those with a prior working relationship with the Division were unsure as to why their company was no longer working with the Division.

The general business non-clients do express an interest in the services provided by the Division. Those with the highest level of interest include:

- Identification of hiring incentives such as tax credits, training reimbursement (46% very or somewhat interested)
- Retention and/or retraining of incumbent workers who develop disabilities (45% very or somewhat interested)
- Try before you buy options for assessing a candidate (45% very or somewhat interested)
- Assistance with accommodations for workers with disabilities (40% very or somewhat interested)

This group differs from the two others in the report in the fact that they have had far less contact with the Division in the past (only 10% have received services and only 12% have met with a representative or staff of the Division). Thus, this group has little experience upon which to determine the value of a relationship with the Division and how the services the Division provides can assist their business. Here the focus is clearly one of first increasing awareness and educating businesses about the Division and its role. Educating those in the general business community about the specific services the Division offers and their value will only be effective after improving general familiarity with the Division. The bright point, interest is there among the general business community for the services and assistance that the Division provides. Once there is greater familiarity with the Division, there is the opportunity to educate the general business community about your services and begin working with these businesses.

In looking at specific segments of the general business community, the groups that express the highest level of interest are the larger employers in Vermont (those employing 50 or more), as well as those in the Brattleboro/Springfield service region.

The general business non-client community exhibited less experience hiring workers with disabilities and knowledge about the subject than both current clients and DVR non-clients. One-half of general business non-clients either currently have workers with disabilities in their company or business or have hired workers with disabilities in the past. Forty-two percent of these respondents have never hired a disabled worker.

Only 35% of general business non-clients report they currently have a diversity initiative implemented in their company or business and less than half (47%) are aware of the tax credits and deductions offered to improve accessibility for employees with disabilities. Twenty-two percent of this group says that these tax incentives make them more likely to hire a candidate with a disability.

Interest in additional services among general business non-clients is much less strong than it is among current clients. Among this group:

- Half (47%) of general business non-clients would be interested in a service where they could assess candidates with disabilities prior to making a hiring commitment.
- The same percentage (47%) would be interested service that provides assistance for employees that may develop age related disabilities.
- Sixteen percent say they would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company

However, within the general business community, respondents working in companies with 50 or more employees expressed more interest in these programs. Fifty-seven percent of this segment expressed interest in the service to access candidates before hiring, while 59% of this segment would be interested in a program for aging workers. So, while overall interest in these programs among non-client businesses in the state lags behind that of current clients, interest among larger businesses is only slightly below that of current clients.

Only 46% of general business non-clients say they are familiar with EAPs and 53% of those who are familiar with them say their company offers employees access to one. However, among this group, larger companies (those with 50 or more employees) are more likely to be familiar with EAP programs (73%) and say that their company offers employees access to one (63%).

Among general business non-clients, only 17% indicate that they work with other placement programs. The types of agencies that this group say they work with tend to be general in nature, such as recruiters or staffing agencies in general and vocational tech programs.

Forty-five percent of the general business respondents say they would be interested in having one point of contact to access a range of placement programs. Interest in this program among larger companies (50 or more employees) is higher, 55% of this group expresses interest compared to only 23% of those with companies with fewer than 10 employees.

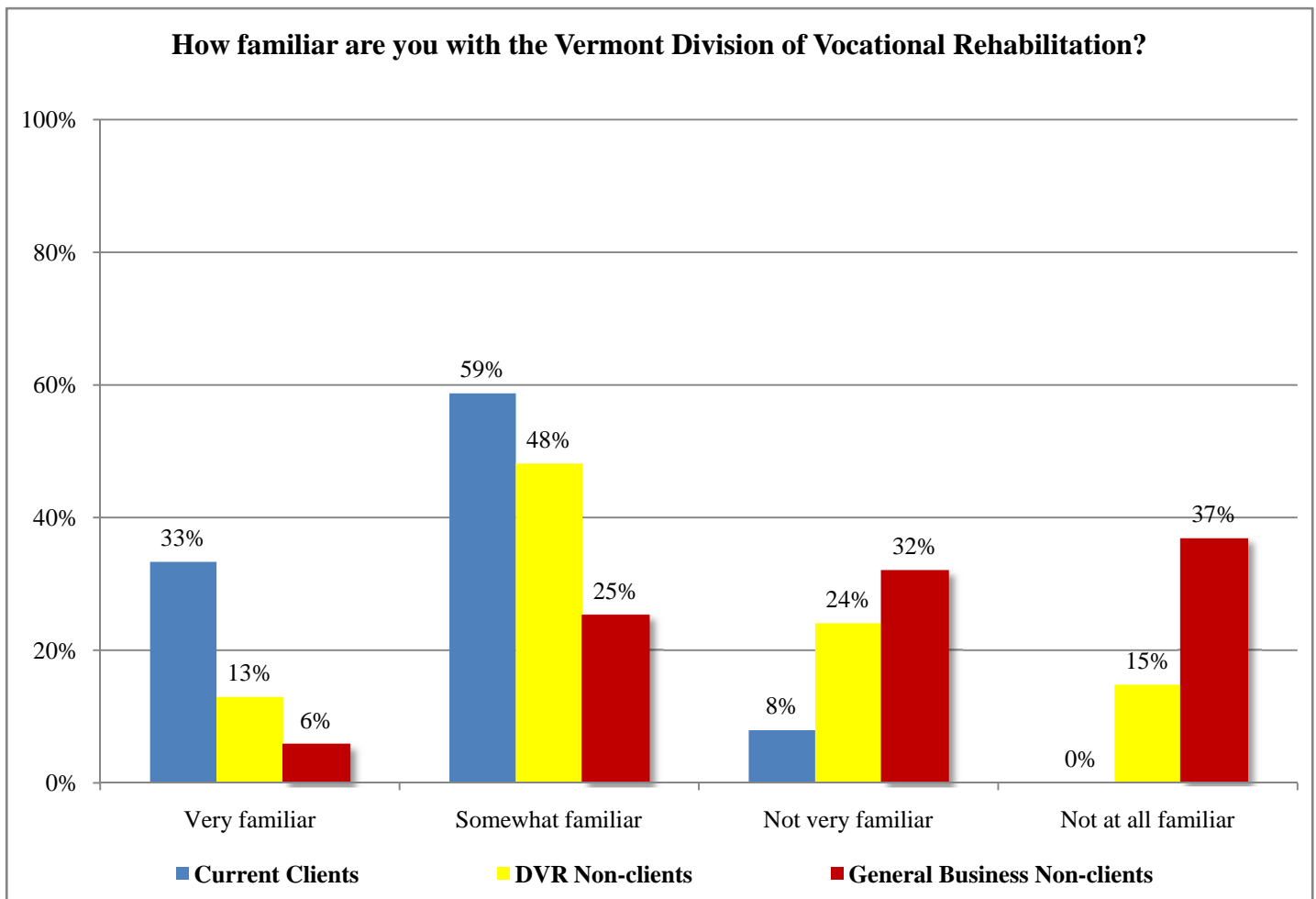
Without the pre-existing relationship with VocRehab Vermont and VABIR, this group of companies would prefer to be contacted by regular mail (48%) or email (46%), while very few would like to be contacted in person by a representative (8%).

III. Summary Report

A. Awareness of and Familiarity with the Division and VABIR

**Nearly all current clients (92%) indicate they are familiar with the Division.
More than half of the DVR non-clients (61%) indicate they are familiar with the Division.**

Among general business non-clients, most (69%) are not familiar with the Division.



Current Clients

Among current Division clients, 33% indicate they are very familiar with the Vermont Division of Vocational Rehabilitation while 59% are somewhat familiar. Only 8% of current clients indicate they are not very familiar.

Current clients have a positive impression of the Division in general (89% of current clients) while 19% indicate they have a positive view of the services provided.

When asked about the types of services provided by the Division, 70% of current clients indicate that the Division provides assistance to residents with finding jobs, 63% mention vocational training, 16% mention finding jobs for residents with disabilities, and 16% mention providing ongoing support.

DVR Non-clients

Among those DVR non-clients, 13% indicate they are very familiar with the Vermont Division of Vocational Rehabilitation while 48% are somewhat familiar. Twenty-four percent of this group indicated they are not very familiar while 15% are not at all familiar with the Division.

When asked their impressions of the Division, the largest percentage of this group (63%) indicates they have a positive impression of the Division in general and 15% have a positive impression of the services provided by the Division. Thirty-three percent of DVR non-clients indicate they are simply too unfamiliar with the Division to have an impression

When asked about the types of services provided by the Division, 65% of this group indicate that the Division provides assistance to residents with finding jobs, 52% mention vocational training, 17% mention finding jobs for residents with disabilities, and 15% mention providing ongoing support.

General Business Non-clients

Among general business non-clients, only 6% indicate they are very familiar with the Vermont Division of Vocational rehabilitation while 25% are somewhat familiar. Thirty-two percent of this group indicated they are not very familiar and more than one-third (37%) are not at all familiar with the Division.

Groups more likely to be familiar with the Division include:

- Those in the St. Johnsbury/White River Junction service region (42% very or somewhat familiar)
- Businesses with 50 or more employees (43% very or somewhat familiar)

When asked their impressions of the Division, the largest percentage of this group (71%) indicate that they are simply unfamiliar with the Division. Twenty-six percent of general business non-clients had a positive impression of the Division, in general.

When asked about the types of services provided by the Division, 56% are unsure. Twenty-two percent of this group indicates that the Division provides assistance to residents with finding jobs, 20% mention vocational training, and 12% mention finding jobs for residents with disabilities.

In general, what are your impressions of the Vermont Division of Vocational Rehabilitation?

	Current Clients	DVR Non-clients	General Business Non-clients
Positive - General	89%	63%	26%
Negative - General	3%		1%
Positive mention of services	19%	15%	4%
Easy to work with	2%		0%
Services improving	3%	2%	
Defined VT DVR		2%	2%
Supportive of their clients	2%		0%
Difficulties with applicants	3%	7%	
Poor communications, follow through	2%		
Unsure, not familiar	8%	33%	71%

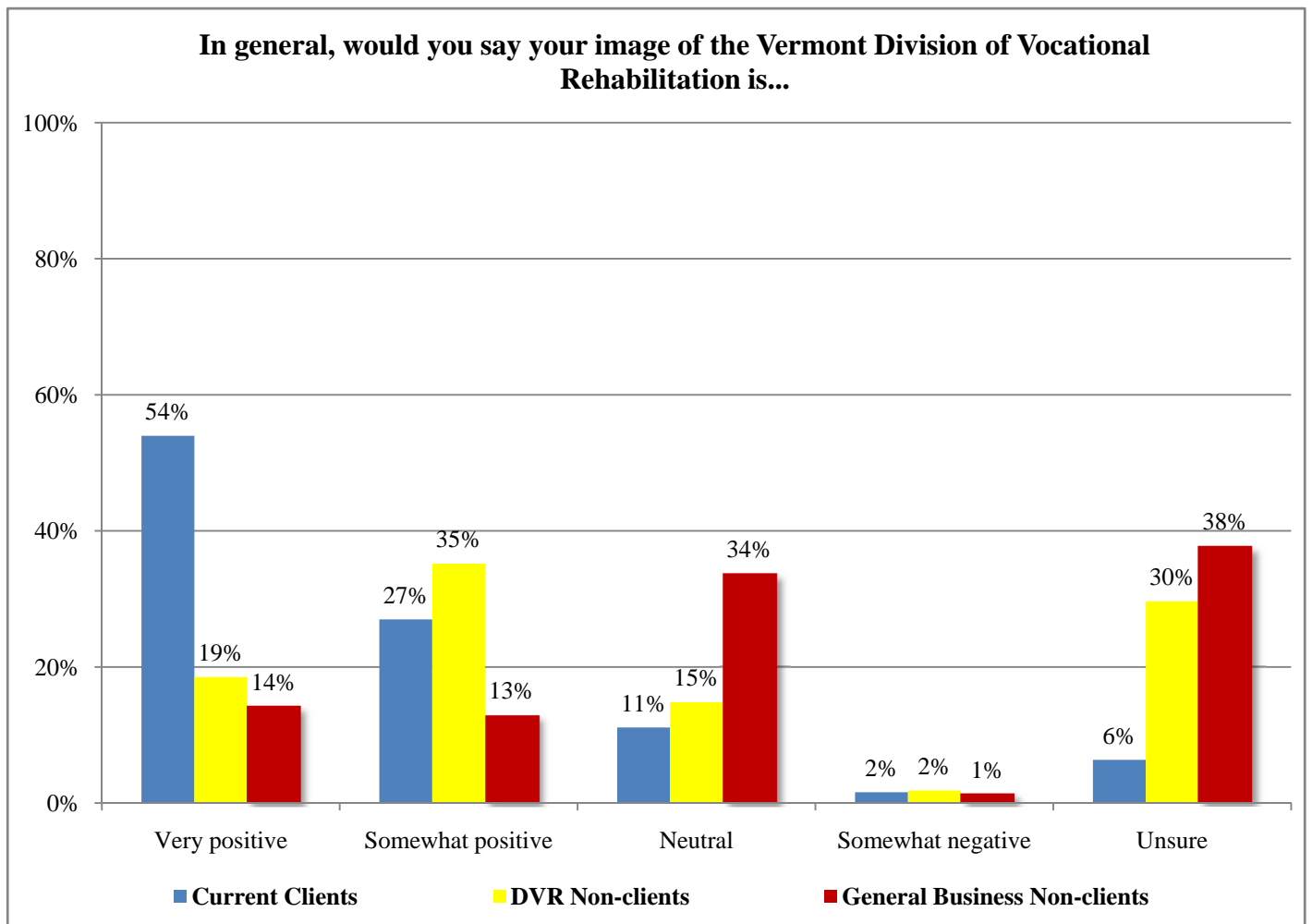
Based on what you know or may have heard, what types of services are provided by the Vermont DVR?

	Current Clients	DVR Non-clients	General Business Non-clients
Finding jobs for people with disabilities	16%	17%	12%
Vocational retraining	63%	52%	20%
Assistance with finding jobs	70%	65%	22%
Helping clients with low income	2%		1%
Provide ongoing support	16%	15%	4%
Career counseling	14%	6%	4%
Provides incentives to employers for hiring individuals with disabilities	8%	7%	0%
Assists Disabled Veterans			0%
Other	2%		0%
Unsure, not familiar	3%	26%	56%

More than eight in ten current clients (81%) have a positive image of the Division.

More than half of DVR non-clients (54%) have a positive image of the Division while three in ten (30%) are unsure.

Among general business non-clients, about three in ten (27%) have a positive image of the Division while more than seven in ten (72%) have a neutral image or are unsure.



Current Clients

Among current clients, 54% indicate a very positive image of the Vermont Division of Vocational Rehabilitation and 27% indicate a somewhat positive image of the Division. Eleven percent indicates their image of the Division is neutral and 6% are unsure. Only 2% of current clients indicate their image of the Division is somewhat negative.

Among those with a positive or negative image of the Division:

Seventy-five percent of current clients indicate their image of the Division is based on positive experiences with the Division. Thirty-eight percent of current clients view the Division as providing important services and 12% stress the Division's role in assisting people with finding jobs.

DVR Non-clients

Among DVR non-clients, 19% indicate a very positive image of the Vermont Division of Vocational Rehabilitation and 35% indicate a somewhat positive image of the Division. Fifteen percent indicates their image of the Division is neutral and 30% are unsure. Only 2% of this group indicates their image of the Division is somewhat negative.

Among those with a positive or negative image of the Division:

One-third of DVR non-clients indicate their image of the Division is based the important services provided by the Division while 30% indicate a positive experience with the Division in the past. Seventeen percent feel that the Division provides services to those in need.

General Business Non-clients

Among general business community employers that are not current clients, most have either a neutral image of the Division (34%) or are simply unsure (38%). Fourteen percent indicate a very positive image of the Vermont Division of Vocational Rehabilitation and 13% indicate a somewhat positive image of the Division. Only 1% of this group indicates their image of the Division is somewhat negative.

Among those with a positive or negative image of the Division:

Thirty-four percent of general business non-clients indicate their image is based on positive experiences with the Division in the past. Fourteen percent indicate a positive image based on their assistance in helping people find employment and 14% indicate positive views expressed by others.

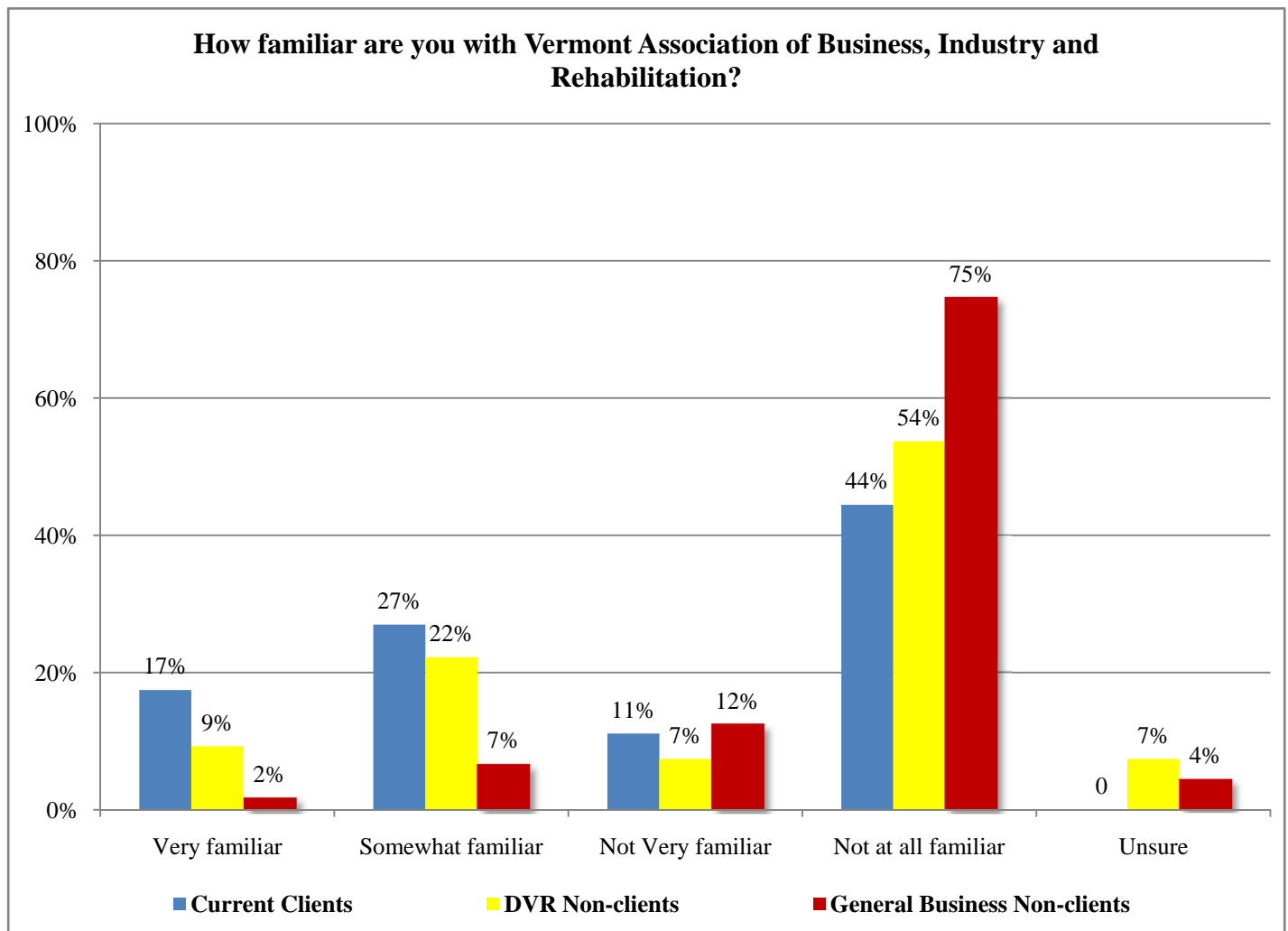
In general, would you say your image of the Vermont Division of Vocational Rehabilitation is... (WHY IS THAT?)

	Current Clients	DVR Non-clients	General Business Non-clients
Positive Experiences with Voc Rehab	75%	30%	34%
Helps people find jobs	12%	13%	14%
Positive word of mouth	2%	7%	14%
Use of Resources available	2%		
Good reputation			5%
Provides assistance to those that need it	6%	17%	13%
Feel pressure to place clients			2%
Good for the community	2%	10%	8%
Feels it is a good service	38%	33%	13%
Good for businesses	4%	7%	8%
Assists veterans			2%
Positive mention of seminars	2%	3%	
Would like to hire people on a trial basis		10%	
Some DVR personnel are better to work with than others	2%	3%	
Cost is too much for training	2%		
Would like more follow up on job applicants after placement	2%	7%	
Good follow up on candidates placed	2%		
Other			6%
Unsure			11%

More than four in ten current clients (44%) indicate they are familiar with VABIR.

Only three in ten (31%) of the DVR non-clients indicate they are familiar with VABIR.

Nearly nine in ten general business non-clients (87%) are not familiar with VABIR.



Current Clients

Among the Division's current clients 17% indicate they are very familiar with VABIR and 27% indicate they are somewhat familiar with VABIR. Eleven percent of current Division clients are not very familiar and 44% are not at all familiar with VABIR.

Sixty percent of current clients are unsure of their impression of VABIR (given their unfamiliarity). Thirty-two percent indicate they have a positive impression of VABIR while 10% have worked with VABIR in the past.

Sixty percent of current clients are also unsure of the types of services provided by VABIR. Nineteen percent indicate that VABIR provides job assistance for the unemployed and 11% indicate that VABIR provides job training.

DVR Non-clients

Among DVR non-clients, 9% indicate they are very familiar with VABIR and 22% indicate they are somewhat familiar with VABIR. Most of this group is unfamiliar with VABIR (7% not very familiar and another 54% not at all familiar).

Sixty-nine percent of this group is unsure of their impression of VABIR (given their unfamiliarity). Twenty percent indicate they have a positive impression of VABIR while 13% indicate positive experiences with VABIR programs.

Seventy-two percent of this group is also unsure of the types of services provided by VABIR. Twenty percent indicate that VABIR provides job assistance for the unemployed and 11% indicate that VABIR provides assistance to the disabled in finding employment.

General Business Non-clients

Among general business non-clients, only 2% indicate they are very familiar with VABIR and 9% indicate they are somewhat familiar with VABIR. Most of this group is unfamiliar with VABIR with three quarters indicating they are not at all familiar with VABIR.

Ninety-two percent of this group is unsure of their impression of VABIR (given their unfamiliarity). Ninety-two percent of this group is also unsure of the types of services provided by VABIR.

In general, what are your impressions of VABIR?

	Current Clients	DVR Non-clients	General Business Non-clients
Positive - General	32%	20%	4%
Unclear as to role of VABIR	2%		0%
Program does not work for their people	2%		
Positive experience with VABIR programs	6%	13%	1%
Worked with in past	10%	4%	0%
Services are limited	2%		0%
No Opinion			1%
Name Recognition, presence in media			0%
Staff is good, easy to work with	5%	7%	
They have high turnover		2%	
Other			0%
Unsure, not familiar	60%	69%	92%

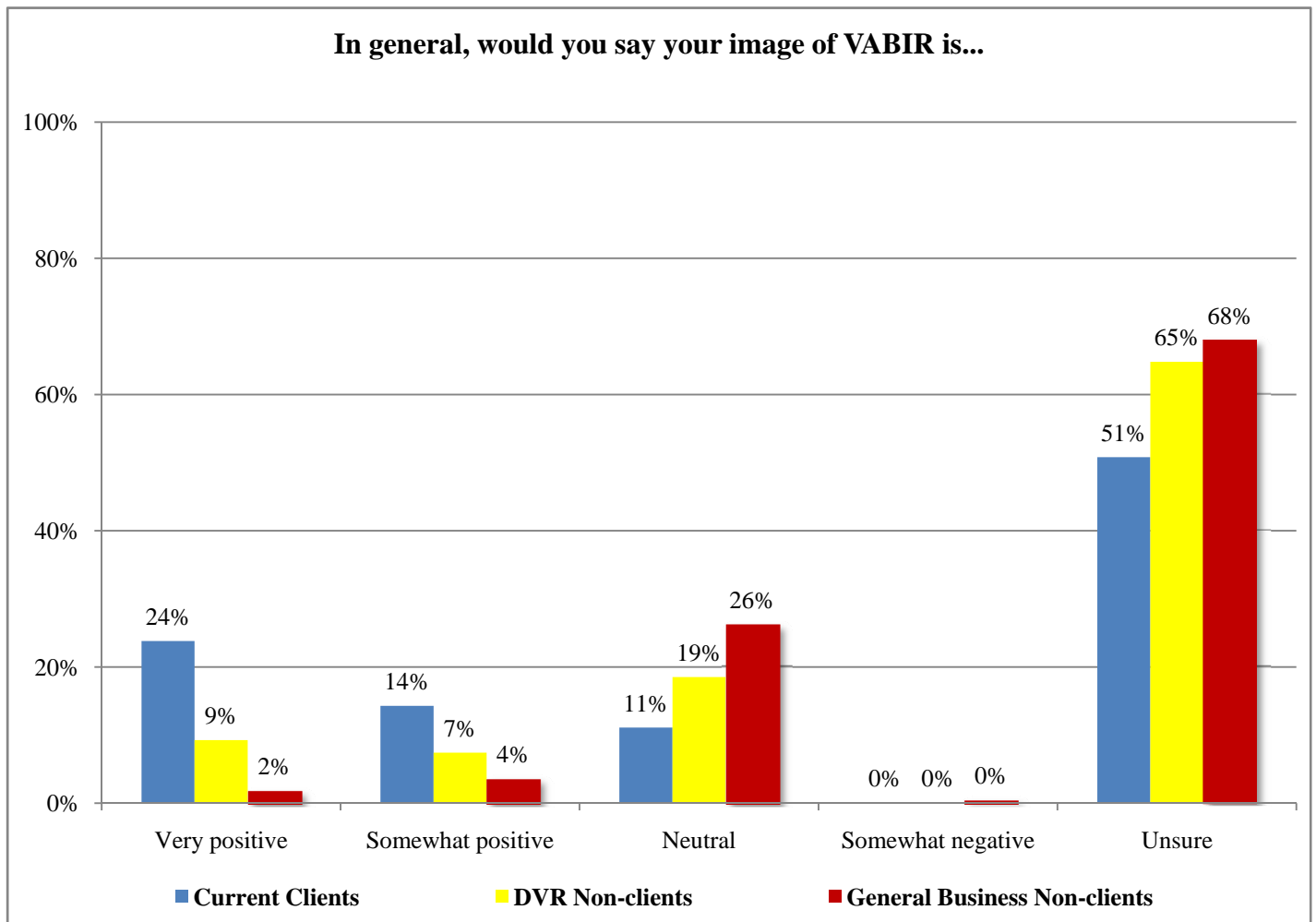
Based on what you know or may have heard, what types of services are provided by VABIR?

	Current Clients	DVR Non-clients	General Business Non-clients
Job help for unemployed	19%	20%	4%
Education for employers	3%	2%	0%
Job skills development	6%	9%	1%
Similar to VR Services	3%		1%
Find jobs for disabled	6%	11%	3%
Counseling	5%	6%	1%
Help finding housing			0%
Services are limited			0%
Disability screening			0%
Job coaching	8%	6%	
Provide adaptive equipment	3%		
Job training	11%	9%	
Financial support for equipment, uniforms	2%		
Job placement for convicted felons	2%	2%	
Job shadowing in the workplace	2%		
Unsure, not familiar	60%	72%	92%

Nearly four in ten current clients (38%) have a positive image of VABIR while 51% are unsure given their unfamiliarity with VABIR.

Nearly two-thirds (65%) of DVR non-clients are unsure of their image of VABIR given their unfamiliarity.

Two-thirds (68%) of general business non-clients are unsure of their image of VABIR given their unfamiliarity.



Current Clients

Among current clients, 24% indicate a very positive image of VABIR and 14% indicate a somewhat positive image of VABIR. Eleven percent indicates their image of VABIR is neutral. More than half of current clients are unsure of the image of VABIR given their level of unfamiliarity with the organization.

Among those with a positive or negative image of VABIR:

Seventy-nine percent of current clients indicate a positive image in general of VABIR and 33% indicate a positive view of the staff. Seventeen percent of current clients indicate a positive image since VABIR helps people reenter the workforce.

DVR Non-clients

Among DVR non-clients, only 2% indicate a very positive image VABIR and 4% indicate a somewhat positive image of VABIR. Fifteen percent indicates their image of VABIR is neutral. Sixty-five percent of this group is unsure of the image of VABIR given their level of unfamiliarity with the organization.

Among those with a positive or negative image of VABIR:

Two-thirds of this group indicates a positive view of the staff while 44% indicate a positive image of VABIR in general.

General Business Non-clients

Among general business community employers that are not current clients, 9% indicate a very positive image VABIR and 7% indicate a somewhat positive image of VABIR. Twenty-six percent indicate their image of VABIR is neutral. Sixty-eight percent of this group is unsure of the image of VABIR given their level of unfamiliarity with the organization.

Among those with a positive or negative image of VABIR:

Two-thirds of this group indicates a positive view of the staff while 44% indicate a positive image of VABIR in general.

In general, would you say your image of VABIR is... (WHY IS THAT?)

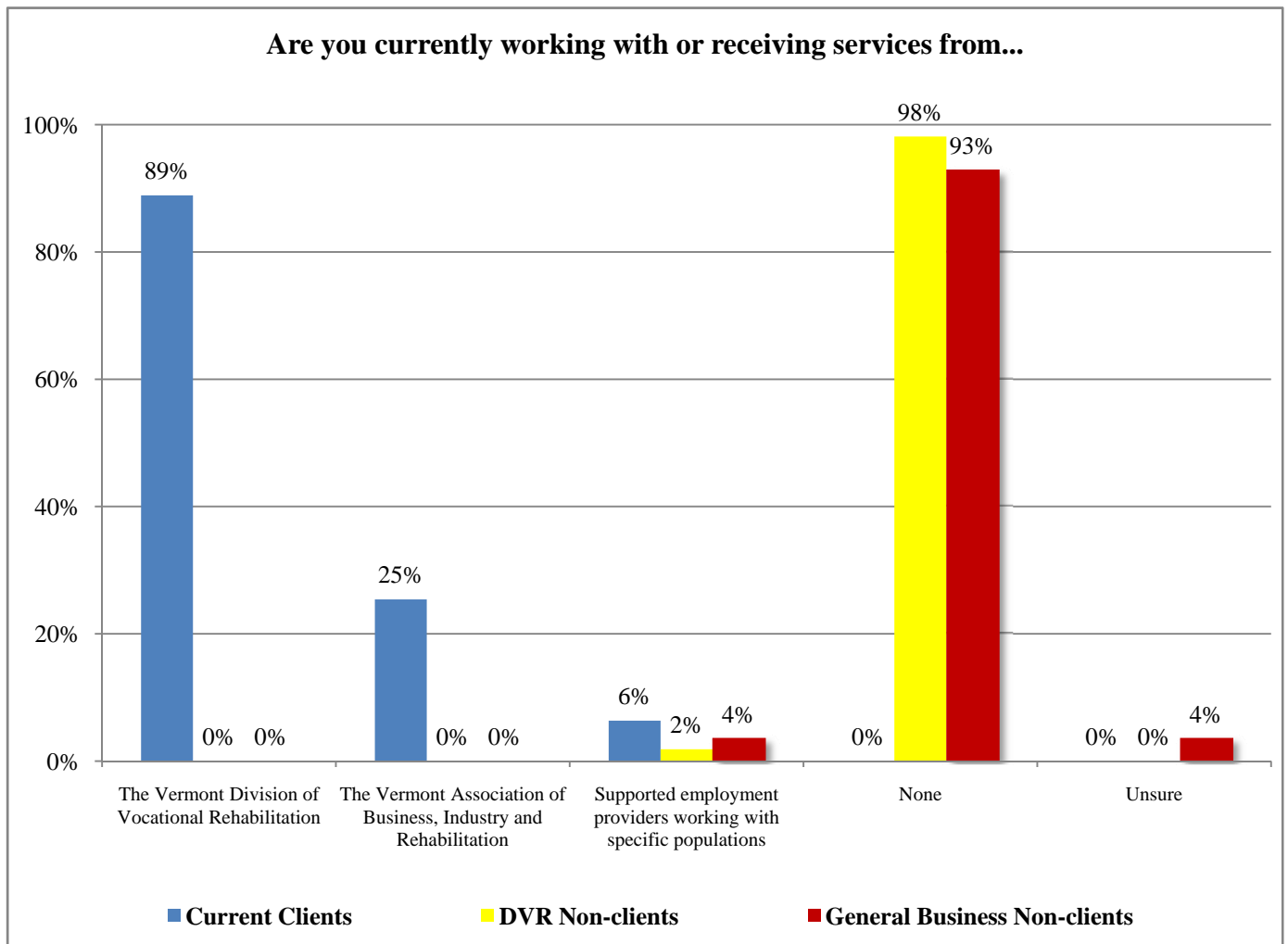
	Current Clients	DVR Non-clients	General Business Non-clients
Limited experience with VABIR			15%
Concern about history of applicants			8%
Positive - general	79%	44%	23%
Gets people back in the work force	17%	11%	31%
Problems with job placement counselors			8%
Positive word of mouth			8%
Positive comments about staff	33%	67%	8%
Happy with placement of applicants	13%	11%	
Positive view of services	4%	11%	
Would like more follow up, support after placement		11%	
Other		11%	

B. Communications with and Use of Services Provided by the Division and VABIR

Nearly nine in ten current clients (89%) currently work with the Division while one-quarter (25%) are currently working with VABIR.

2% of DVR non-clients work with supported employment providers working with specific populations.

Among general business non-clients, 4% work with supported employment providers working with specific populations.



Current Clients

Among current clients, 89% indicate they currently work with the Division while 25% are currently receiving services from VABIR. Six percent of current clients also work with supported employment providers working with specific populations.

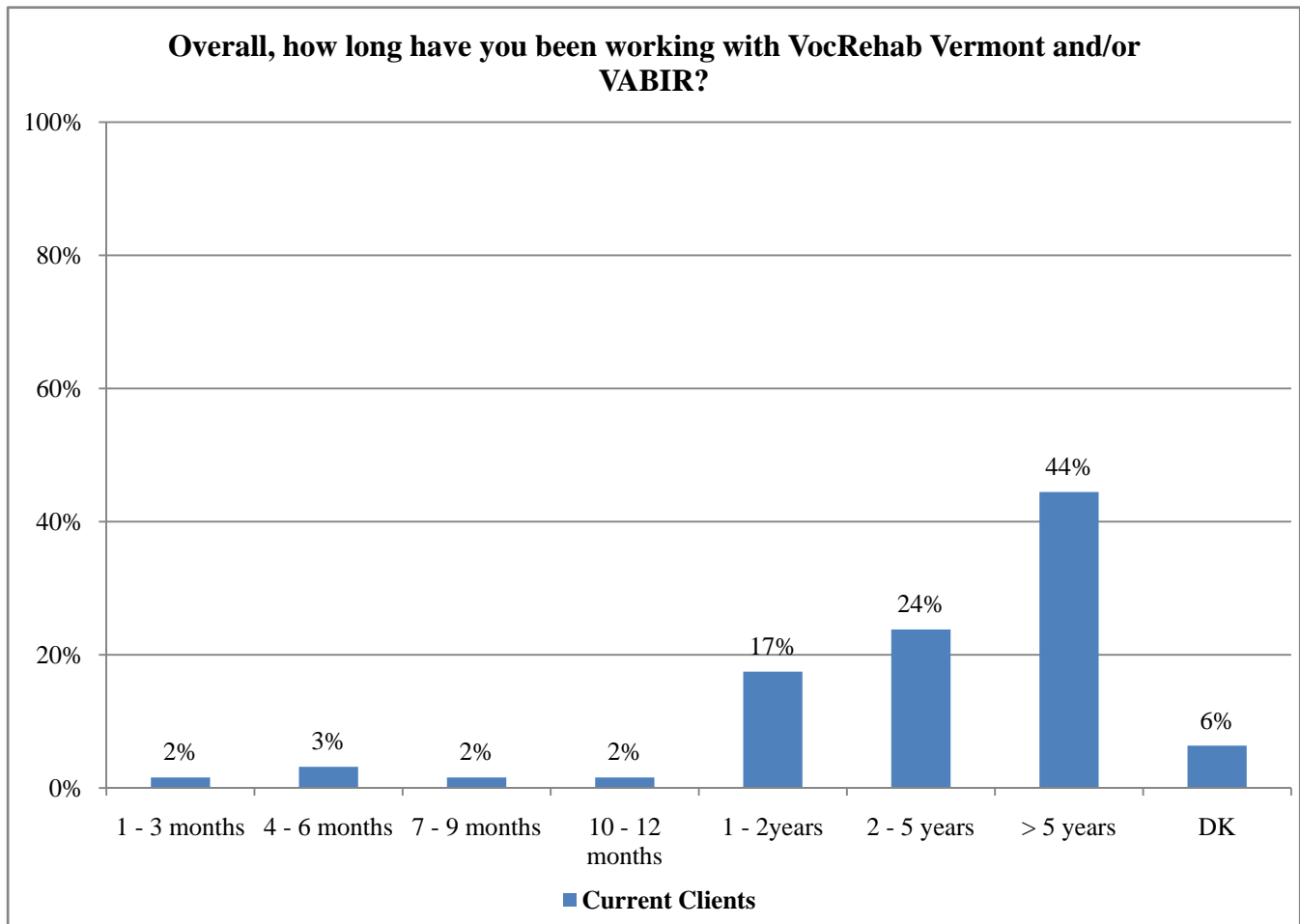
DVR Non-clients

Among DVR non-clients, 2% work with supported employment providers working with specific populations.

General Business Non-clients

Among general business community employers that are not current clients, 4% work with supported employment providers working with specific populations.

Among current clients, more than four in ten (44%) have been working with the Division and/or VABIR for more than five years.



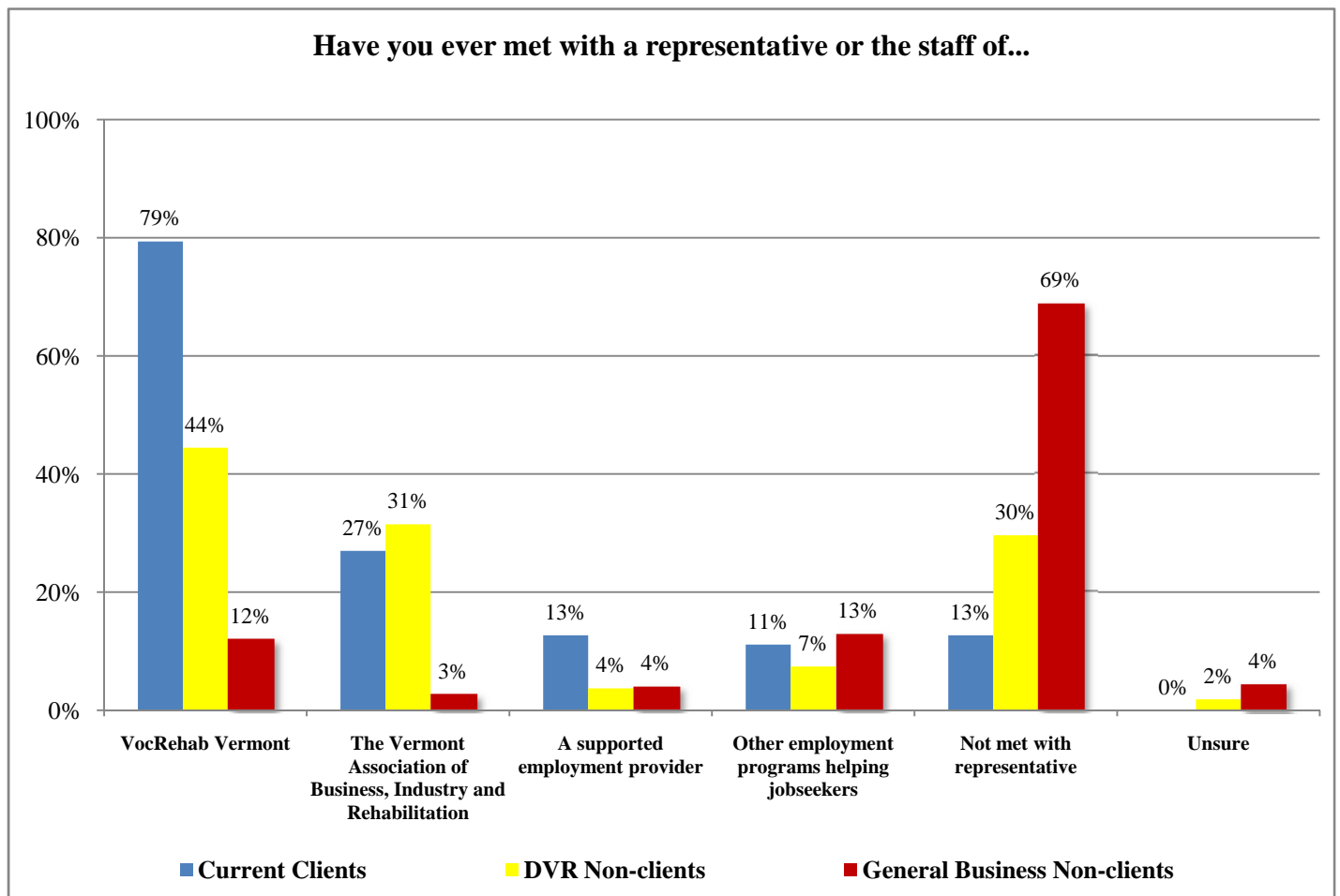
Current Clients

Among current clients, 44% indicate they have been working with the Vermont Division of Vocational Rehabilitation for more than five years. Twenty-four percent of clients have been working with the Division and/or VABIR for between two and five years while 17% have been working with the Division and/or VABIR for between one and two years. Nine percent of current clients report working with the Division and/or VABIR for less than one year.

Nearly eight in ten current clients (79%) have met with a representative of the Division while more than one-quarter (27%) have met with a representative of VABIR.

44% of DVR non-clients have met with a representative of the Division while 31% have met with a representative of VABIR.

Only 12% general business non-clients have met with a representative of the Division and only 3% have met with a representative of VABIR.



Current Clients

Seventy-nine percent of current clients report they have met with a representative or the staff of the Vermont Division of Vocational Rehabilitation. Thirteen percent of current clients met with a representative of the Division during the past week, 21% within the past two to three weeks, and an additional 6% within the past month. Twenty-eight percent of current clients have met with a representative of the Division more than a month ago but within the past year. Thirteen percent of current clients report last meeting with a representative of the Division more than one year ago.

Twenty-seven percent of current clients have met with a representative or the staff of VABIR; 6% within the past week, 8% two to three weeks ago, and 5% one month ago.

Thirteen percent of current clients also report meeting with a representative of supported employment providers working with specific populations and 11% have met with representatives of other program providing assistance to those seeking employment.

DVR Non-clients

Forty-four percent of those DVR non-clients report they have met with a representative or the staff of the Vermont Division of Vocational Rehabilitation. Six percent report meeting with a representative of the Division within the past month, 2% two to three months ago, 6% four to six months ago, 2% seven to nine months ago, and 11% between ten and twelve months ago. Twenty-eight percent of this group met with a representative of the Division more than one year ago.

Thirty-one percent of DVR non-clients have met with a representative or the staff of VABIR; 8% within the past month, 11% between four and twelve months ago, and 13% met with a representative of VABIR more than one year ago.

Four percent of DVR non-clients also report meeting with a representative of supported employment providers working with specific populations and 7% have met with representatives of other program providing assistance to those seeking employment.

General Business Non-clients

Among general business non-clients, 12% have met with a representative or the staff of the Vermont Division of Vocational Rehabilitation. Six percent report meeting with a representative of the Division within the past year and 6% met with a representative of the Division more than one year ago. Those employing 50 or more were more likely to have met with a representative of the Division (22%) with 9% meeting with a representative within the past year.

Only 3% of this group of respondents has met with a representative or the staff of VABIR.

Four percent of this group also report meeting with a representative of supported employment providers working with specific populations and 13% have met with representatives of other program providing assistance to those seeking employment.

When was the last time you met with a representative of VocRehab Vermont?

	Current Clients	DVR Non-clients	General Business Non-clients
Within the past week	13%	4%	0%
2 - 3 Weeks ago	21%	2%	1%
1 Month ago	6%		0%
2 - 3 Months ago	11%	2%	
4 - 6 Months ago	10%	6%	2%
7 - 9 Months ago	2%	2%	
10 - 12 Months ago	5%	11%	
1 - 2 Years ago	10%	4%	3%
> 2 Years ago	3%	13%	6%
Unsure		2%	
Not met with representative	21%	56%	88%

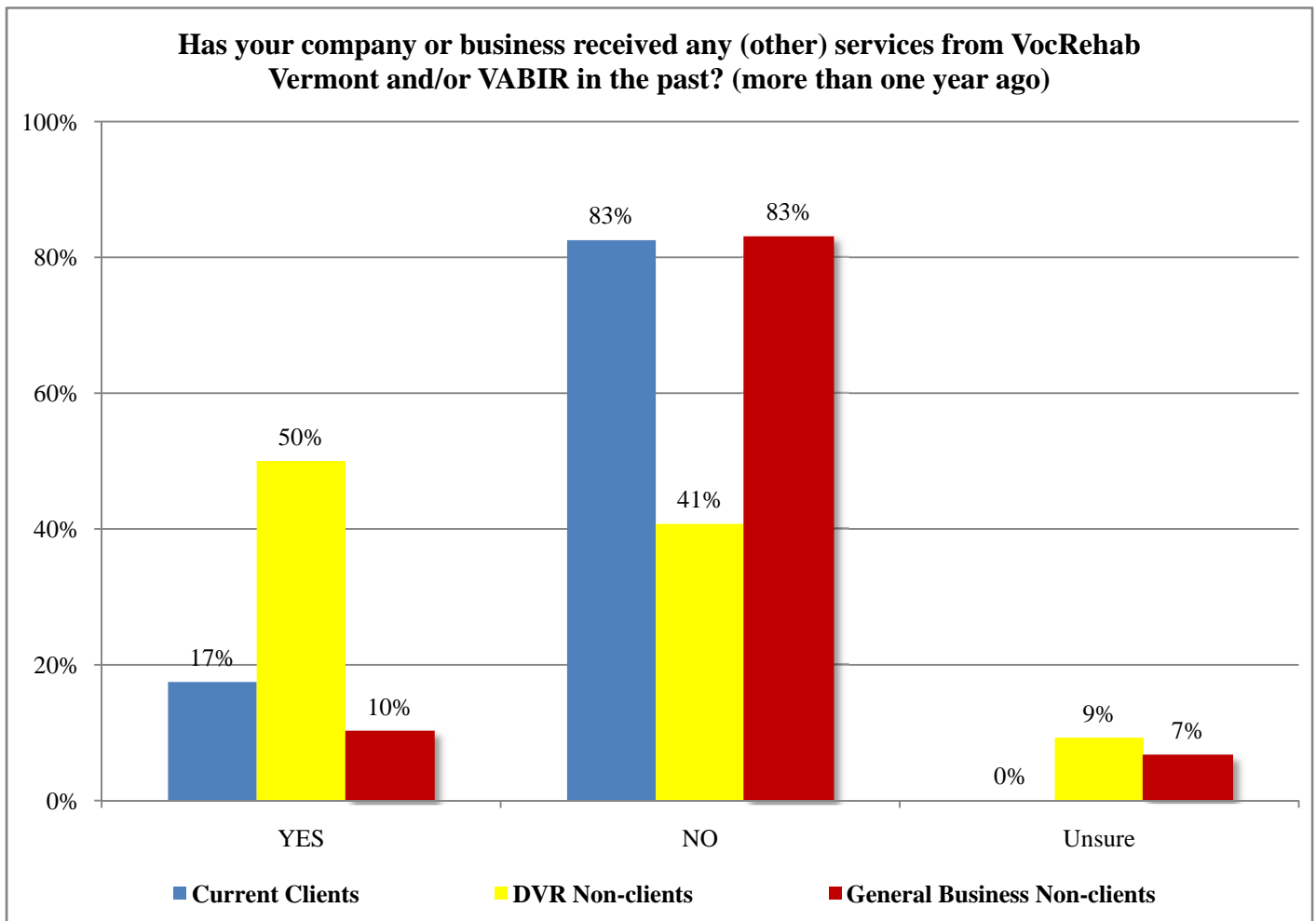
When was the last time you met with a representative of VABIR?

	Current Clients	DVR Non-clients	General Business Non-clients
Within the past week	6%		
2 - 3 Weeks ago	8%	6%	1%
1 Month ago	5%	2%	
2 - 3 Months ago	5%		
4 - 6 Months ago	2%	7%	
7 - 9 Months ago		2%	
10 - 12 Months ago		2%	
1 - 2 Years ago		9%	1%
> 2 Years ago		4%	0%
Unsure	2%		
Not met with representative	73%	69%	97%

17% of current clients report receiving services from the Division or VABIR in the past (aside from the services they currently receive).

One-half (50%) of DVR non-clients report receiving services from the Division or VABIR in the past.

Only 10% of general business non-clients report receiving services from the Division or VABIR in the past.



**Which services has your company or business used this service in the past?
(% among all respondents in group)**

	DVR Non-clients	General Business Non-clients
Referral of candidates for job openings	37%	6%
Training and consulting on disability and employment	6%	4%
Retention and/or retraining of incumbent workers who develop disabilities	6%	1%
Disability awareness and etiquette trainings for supervisors, managers and staff	4%	2%
Assistance with accommodations for workers with disabilities	15%	4%
Identification of hiring incentives such as tax credits, training reimbursement	15%	3%
Invest EAP discounts		1%
Job coaching	20%	2%
Try before you buy options for assessing a candidate	15%	1%

Current Clients

Among current clients, 17% report receiving services (other than those they currently receive) from the Division or VABIR in the past.

DVR Non-clients

Fifty percent of DVR non-clients report they have worked with the Division or VABIR in the past. The most commonly used services were referral of candidates for job openings (37%), job coaching (20%), assistance with accommodations for workers with disabilities (15%), identification of hiring incentives such as tax credits, training reimbursement (15%), as well as try before you buy options for assessing a candidate (15%).

Twenty-nine percent of those using services in the past report they had a working relationship with the Division and/or VABIR one to two years ago, 25% had a relationship two to five years ago and 29% indicate this a relationship with the Division or VABIR more than five years ago.

The main factor cited for no longer working with the Division and/or VABIR are the poor economy affecting the number of jobs (33%), the lack of job openings (26%), or that simply there was no need for the services provided by the Division and/or VABIR.

General Business Non-clients

Ten percent of general business non-clients report they have worked with the Division or VABIR in the past. The most commonly used services were referral of candidates for job openings (6%), training and consulting on disability and employment (4%), assistance with accommodations for workers with disabilities (4%), and identification of hiring incentives such as tax credits, training reimbursement (3%).

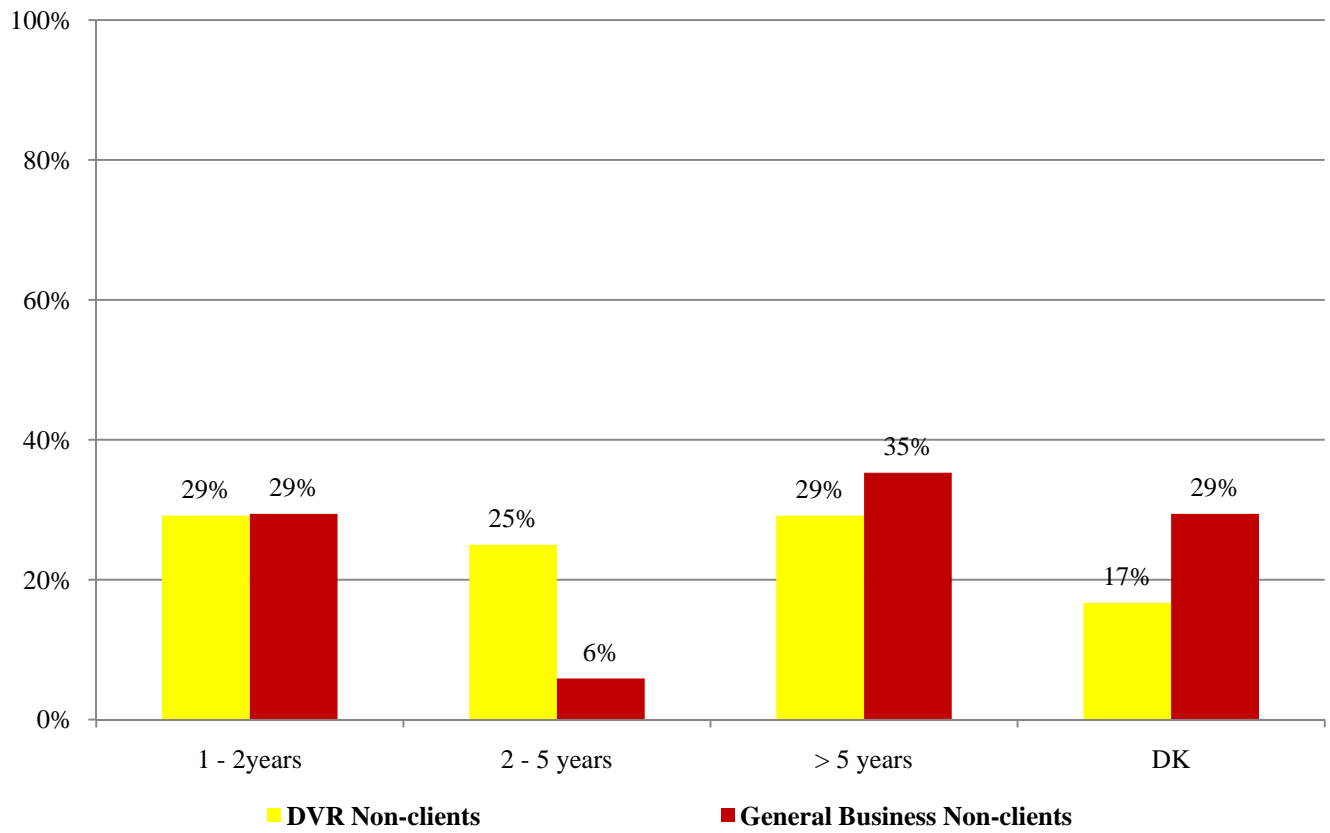
Twenty-nine percent of those using services in the past report they had a working relationship with the Division and/or VABIR one to two years ago, 6% had a relationship two to five years ago and 35% indicate this relationship with the Division or VABIR was more than five years ago.

Those most likely to have received services from the Division in the past include:

- Business in the Brattleboro/Springfield service region (20%)
- Businesses with 50 or more employees (22%)

The main factor cited for no longer working with the Division and/or VABIR are that there is simply no need for the services provided by the Division and/or VABIR (26%) and the lack of job openings (22%). However, 39% of those with a prior working relationship with the Division or VABIR are unsure why they no longer work with the Division.

How long ago did you have this relationship with VocRehab Vermont and/or VABIR?



Why is your company or business no longer working with VocRehab Vermont and/or VABIR?

	DVR Non-clients	General Business Non-clients
Poor communication	11%	9%
No openings	26%	22%
No need	22%	26%
Poor economy affecting number of jobs	33%	
Job is too technical, difficult for applicants	7%	
Still working with them	4%	4%
Unsure	19%	39%

C. Satisfaction with the Services Provided by the Division and VABIR

Among current clients the most commonly obtained services are referral of candidates for job openings (81%), training and consulting on disability and employment (49%), and assistance with accommodations for workers with disabilities (46%).

**Does your company or business CURRENTLY use this service:
(% among current clients)**

	% Yes
Referral of candidates for job openings	81%
Training and consulting on disability and employment	49%
Retention and/or retraining of incumbent workers who develop disabilities	30%
Disability awareness and etiquette trainings for supervisors, managers and staff	10%
Assistance with accommodations for workers with disabilities	46%
Identification of hiring incentives such as tax credits, training reimbursement	35%
Invest EAP discounts	10%
Job coaching	40%
Try before you buy options for assessing a candidate	25%
Some other service	3%

Current Clients

Among current clients, 81% report they obtain referral of candidates for job openings from the Division. Nearly half (49%) are currently receiving training and consulting on disability and employment. The Division provides assistance with accommodations for workers with disabilities to 46% of current clients and the Division provides job coaching services to 40% of current clients. Other services obtained by current clients include identification of hiring incentives such as tax credits, training reimbursement (35%), retention and/or retraining of incumbent workers who develop disabilities (30%), and try before you buy options for assessing a candidate (25%). One in ten obtain Invest EAP discounts from the Division and 10% currently obtain disability awareness and etiquette trainings for supervisors, managers and staff.

Among current clients there is a high level of satisfaction with the services provided by the Vermont Division of Vocational Rehabilitation.

**Overall, how satisfied are you with:
(% among clients receiving service)**

	% Satisfied	% Dissatisfied	% Unsure
Referral of candidates for job openings	88%	12%	
Training and consulting on disability and employment	84%	3%	13%
Retention and/or retraining of incumbent workers who develop disabilities	84%	5%	11%
Disability awareness and etiquette trainings for supervisors, managers and staff	100%		
Assistance with accommodations for workers with disabilities	83%		17%
Identification of hiring incentives such as tax credits, training reimbursement	91%	5%	5%
Invest EAP discounts	100%		
Job coaching	92%	8%	
Try before you buy options for assessing a candidate	88%	6%	6%

**How satisfied are you with Division staff providing this service?
(% among clients receiving service)**

	% Satisfied	% Dissatisfied	% Unsure
Referral of candidates for job openings	100%		
Training and consulting on disability and employment	81%	3%	16%
Retention and/or retraining of incumbent workers who develop disabilities	84%	5%	11%
Disability awareness and etiquette trainings for supervisors, managers and staff	100%		
Assistance with accommodations for workers with disabilities	86%		14%
Identification of hiring incentives such as tax credits, training reimbursement	86%	9%	5%
Invest EAP discounts	100%		
Job coaching	92%		8%
Try before you buy options for assessing a candidate	94%		6%

Current Clients

There is a high level of satisfaction among current clients for the services they obtain from the Division.

Among those receiving referral of candidates for job openings, 88% are satisfied with the service while only 12% are dissatisfied. All clients obtaining job referrals from the Division are satisfied with the staff providing this service.

For current clients obtaining training and consulting on disability and employment services, 84% indicate they are satisfied with the service and only 3% indicate any level of dissatisfaction. Eighty one percent are satisfied with the staff providing this service with only 3% indicating any level of dissatisfaction with the staff.

Eighty-three percent of clients receiving assistance with accommodations for workers with disabilities are satisfied with this service provided by the Division and 86% are satisfied with the staff.

Ninety-two percent of clients obtaining job coaching services are satisfied (with 8% indicating dissatisfaction) and 92% are satisfied with the Division staff that is providing job coaching services.

Ninety-one percent of clients that obtain services to assist with the identification of hiring incentives such as tax credits, training reimbursement are satisfied with the service and 86% are satisfied with the Division staff that provided this service.

Among current clients obtaining retention and/or retraining of incumbent workers who develop disabilities services from the Division, 84% are satisfied with the service (5% are dissatisfied) while 84% are also satisfied with Division staff providing the service.

Nearly nine in ten (88%) clients that are currently using the try before you buy options for assessing a candidate service are satisfied with 94% indicating they are satisfied with the staff providing this service

All clients that obtain disability awareness and etiquette trainings for supervisors, managers and staff or Invest EAP discounts indicate they are satisfied with these services provided by the Division and all clients are also satisfied with the staff providing these services.

Clients that expressed any level of dissatisfaction were asked why they were dissatisfied with the service or the staff providing the service. Their comments are provided below. Among the small percentage of clients that expresses dissatisfaction, their main concerns were the training level or qualifications of candidates, the burden of paperwork, and the helpfulness of the staff.

Comments Provided by those that were Dissatisfied with Service:

Referral of candidates for job openings

- Many of the applicants that they've referred to us we've either done the try-it and they've paid 1/2 their wage or issues like that but none of them to date have worked out.
- Not that much interaction with them but I resent their presence.
- The folks they provide need a little more training, they should look more closely at what we're trying to fill.
- Applications were not fully completed and made it difficult for us to evaluate the individual applying for the job.
- The people who were sent were not qualified for the position.
- Voc Rehab was a real problem and they have not been very good but VABIR has been good.

Training and consulting on disability and employment

- I've never been offered for them to come in and train for us so if I was offered I'd probably take them up on it.
- Again I don't have, they've never offered never had someone as many times as I see them I've never been offered that.

Retention and/or retraining of incumbent workers who develop disabilities

- Because the trainers kind of do what the employees ask of them rather than try to get them back to work. They don't try to do what's best for the overall picture they just do what, it's like you ask a 2-year-old what to do, and that's what they're asking the employee, "well, what do you really want to do; you want to be out of work for a month; OK, be out of work for a month!" Instead of saying "really we need to get you back; we need to get you on the schedule"
- For not taking leadership of their, who they're counseling.

Identification of hiring incentives such as tax credits, training reimbursement

- Because you have to fill out lots of paperwork and they still deny you or give you the run-around.
- Because they are sticking to the rule or the handbook that is written rather than making it work for the employer.
- The staff has not been that helpful and I am trying to help an associate at another store and the delay in paper work and the people we work with need the skills to know what is needed. There has been a real slow down here.

Try before you buy options for assessing a candidate

- Jumping through hoops; somewhat the same program.

Current clients suggest more frequent contact and follow-ups by staff, less paperwork, and better preparing candidates for jobs as suggestions to improve services and make them more useful.

Are there ways that VocRehab Vermont and/or VABIR could improve this service or make it more useful to your company or business?

	% Yes
Referral of candidates for job openings	31%
Training and consulting on disability and employment	10%
Retention and/or retraining of incumbent workers who develop disabilities	5%
Disability awareness and etiquette trainings for supervisors, managers and staff	100%
Assistance with accommodations for workers with disabilities	10%
Identification of hiring incentives such as tax credits, training reimbursement	9%
Invest EAP discounts	17%
Job coaching	4%
Try before you buy options for assessing a candidate	19%

Current Clients

Current clients were asked for ways the Division could improve the services it provides to its customers. A number of clients offered suggestions. These suggestions are presented below. Among current clients, the most common suggestion was the need for more frequent contact and more frequent follow-up by Division staff. A number of clients also stressed the need to better prepare candidates for work; job readiness training and better awareness of job details. Current clients also mention the need to ease the burden of paperwork.

Suggestions by Clients:

Referral of candidates for job openings

- Less paperwork; I think that that is the thing that ties us up the most is the paperwork and the dates and they have to have a certain date on them - a lot more services could be used if there wasn't so much, so many hoops.
- When the state agencies budget cuts make it hard for a lot of services.
- A bit more contact with us.
- Do more drug screening and they should work on ethics in terms of stealing.
- Extend more training on these topics to know what is out there. More monthly training meetings down from once a month to two a year due to budget cuts. It would be helpful to have these reinstated.
- Job readiness would help some of the folks who tried out here. There needs to be more attention paid to this factor
- Maybe a better understanding of our business so we need people here that are hospitable.
- Maybe making employers more aware of people generally when they are ready to go back to the workforce.
- More hands on in terms of follow up on the folks providing the service.
- Need to advertise more as it seems I don't know as much about your services as I should. An email alert would be great for new information; booklets would be nice to receive so I could actually see all that you offer. Having financial help with access for people with disabilities would be very helpful as it would get rid of some of the barriers in hiring someone with a disability so it would be nice to receive info about those programs also.
- Staying in touch with us as much as possible.
- They could have followed up on how the worker was doing after a week or so. This is not good as they need to know just how well they do in the workplace.
- They need more staff.
- They need to be more aware of the job and the detail of what the job entails.
- We are a retail environment and sometimes people show up without an appointment.
- Without the state budget improving. It would be useful for a faster response but that it probably not possible with the staffing levels they have.

Training and consulting on disability and employment

- More getting the word out on the people who work for getting it out.
- Just need to clarify the contract and what it suggests we do.

Retention and/or retraining of incumbent workers who develop disabilities

- To do drug testing on site, better counseling in terms of ethics on the work site. Insure that prospective employees are dressed professionally and limited in number of tattoos.

Assistance with accommodations for workers with disabilities

- A lot of ways, they could be more selective and be more thorough in who they chose.
- It would be useful if they would attend one of our monthly meetings so our staff could have a better sense of what they do.
- Maybe get a bigger group for training.

Identification of hiring incentives such as tax credits, training reimbursement

- Make it more user friendly for the employer.
- Staying in contact with us.

Invest EAP discounts

- Follow ups are critical

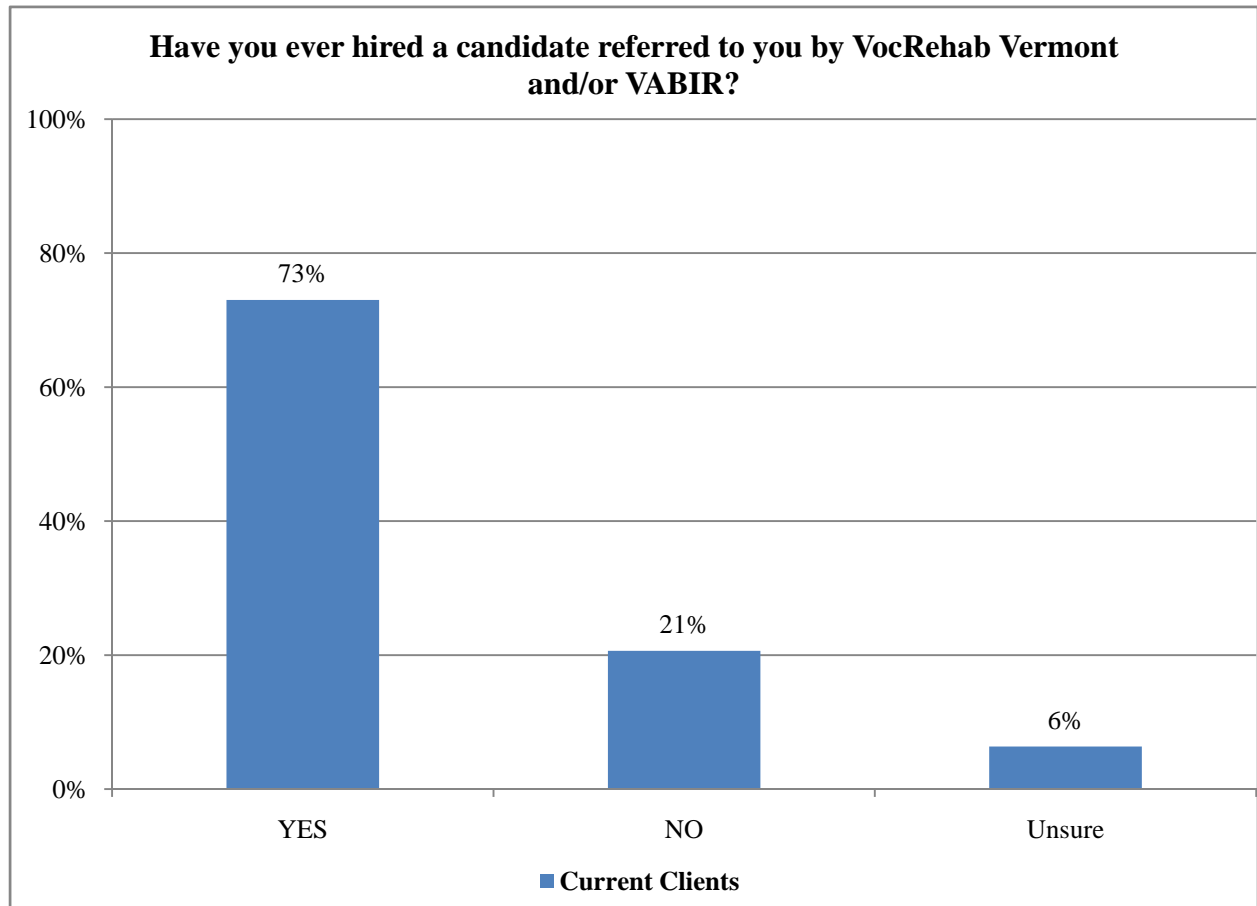
Job coaching

- State cut backs have really hurt this area and need to be reinstated.

Try before you buy options for assessing a candidate

- Making better referrals.
- Make it more available by getting more funds.
- The people in Dept of Labor need to know what forms the people need and having the certificate of insurance is critical and they need to know about it and it delays everything. Voc Rehab people should be more aware of these forms so there is not that much delay. They might train on certificates of liability of insurance.

Nearly three quarters (73%) of current clients have hired a candidate referred by the Division or VABIR.



Current Clients

Among the Division's current clients, 73% report hiring a candidate that was referred to their business or company by the Vermont Division of Vocational Rehabilitation or VABIR. Twenty-one percent indicate they have not hired any candidates while 6% are unsure.

D. Interest in Receiving Services Provided by the Division and VABIR

There is interest among non-clients in receiving a number of services offered by the Division.

**How interested would your company or business be in receiving this service:
(% very or somewhat interested)**

	DVR Non-clients	General Business Non-clients
Referral of candidates for job openings	52%	37%
Training and consulting on disability and employment	41%	33%
Retention and/or retraining of incumbent workers who develop disabilities	44%	45%
Disability awareness and etiquette trainings for supervisors, managers and staff	41%	39%
Assistance with accommodations for workers with disabilities	44%	40%
Identification of hiring incentives such as tax credits, training reimbursement	41%	46%
Invest EAP discounts	19%	33%
Job coaching	31%	33%
Try before you buy options for assessing a candidate	41%	45%

DVR Non-clients

A majority of those DVR non-clients express interest in receiving one of more of the services offered by the Vermont Division of Vocational Rehabilitation. Fifty-two percent of these respondents indicate they are very or somewhat interested in referral of candidates for job openings.

Forty-four percent of DVR non-clients are interested in services related to retention and/or retraining of incumbent workers who develop disabilities and 44% also express interest in assistance with accommodations for workers with disabilities. Forty-one percent of this group indicates they are very or somewhat interested in identification of hiring incentives such as tax credits, training reimbursement, training and consulting on disability and employment, disability awareness and etiquette trainings for supervisors, managers and staff, and 41% express interest in try before you buy options for assessing a candidate.

Thirty-one percent of DVR non-clients are interested in receiving job coaching services from the Division and 19% are very or somewhat interested in Invest EAP discounts.

General Business Non-clients

A majority of general business non-clients also express some level of interest in obtaining services provided by the Division. Forty-six percent of this group indicates they are very or somewhat interested in the Division assisting with the identification of hiring incentives such as tax credits, training reimbursement. Forty-five percent are interested in assistance with the retention and/or retraining of incumbent workers who develop disabilities and 45% also express interest in the try before you buy options for assessing a candidate. Forty percent of general business non-clients are very or somewhat interested in assistance with accommodations for workers with disabilities. Thirty-nine percent express interest in disability awareness and etiquette trainings for supervisors, managers and staff while 37% are very or somewhat interested in the Division providing referral of candidates for job openings. One-third of this group is interested in training and consulting on disability and employment and one-third are interested in Invest EAP discounts.

Groups expressing the most interest include:

Referral of candidates for job openings

- Employers with more than 50 employees (50% very or somewhat interested)

Training and consulting on disability and employment

- Businesses in the Brattleboro/Springfield service region (48% very or somewhat interested)
- Employers with more than 50 employees (43% very or somewhat interested)

Retention and/or retraining of incumbent workers who develop disabilities

- Businesses in the Burlington/Middlebury service region (54% very or somewhat interested)
- Employers with more than 50 employees (58% very or somewhat interested)

Disability awareness and etiquette trainings for supervisors, managers and staff

- Employers with more than 50 employees (50% very or somewhat interested)

Identification of hiring incentives such as tax credits, training reimbursement

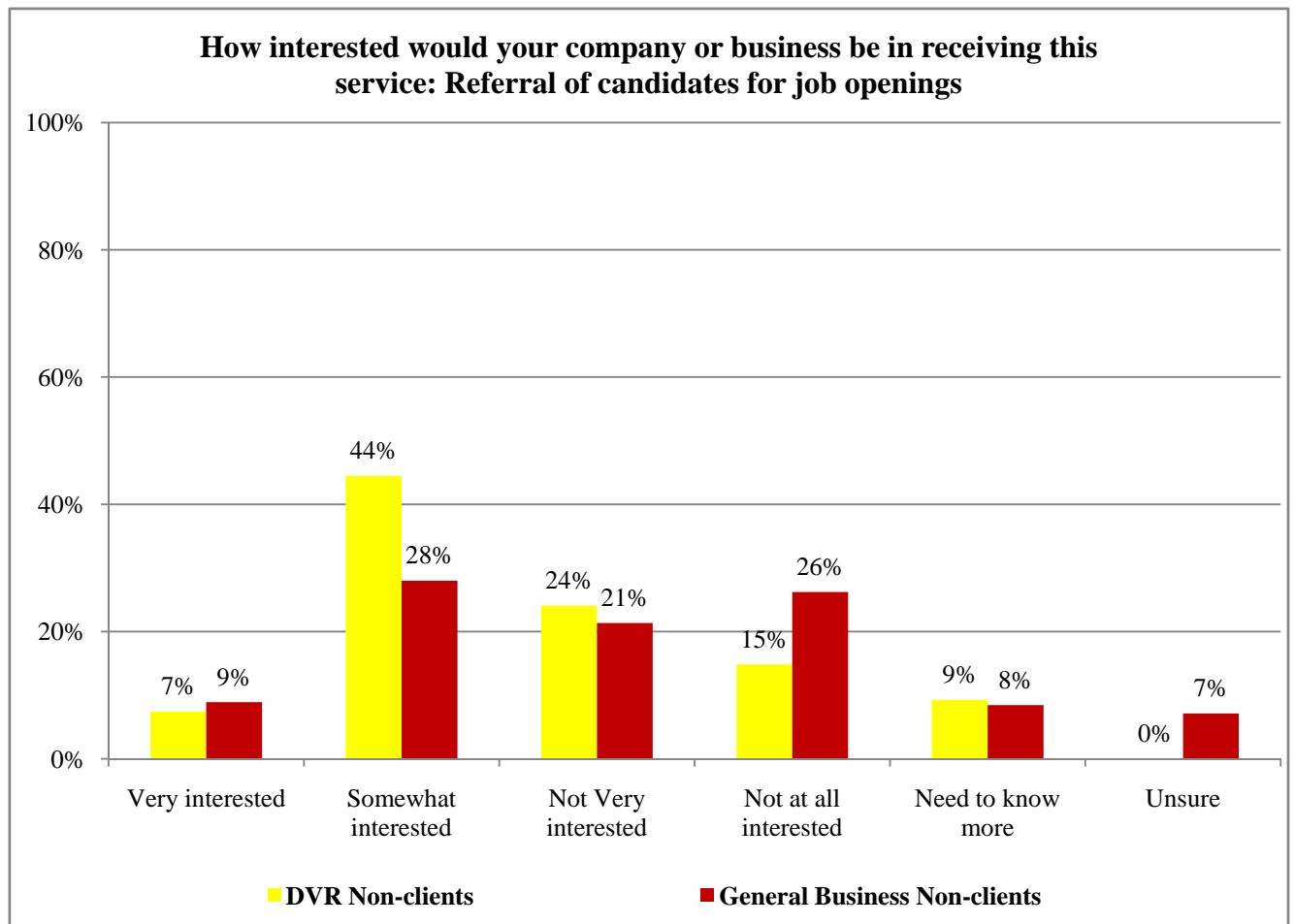
- Businesses in the Brattleboro/Springfield service region (64% very or somewhat interested)
- Employers with more than 50 employees (58% very or somewhat interested)

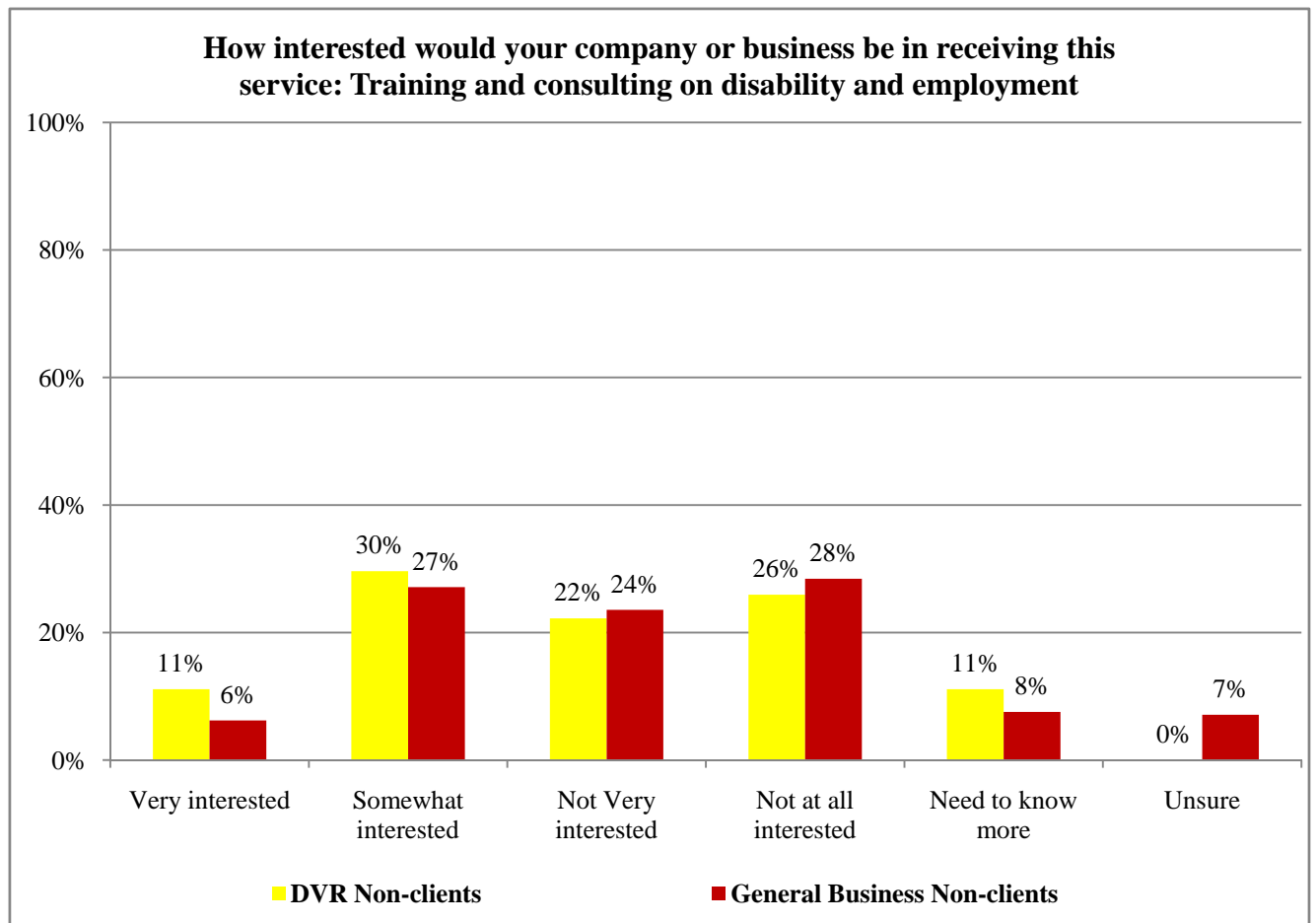
Job coaching

- Businesses in the Brattleboro/Springfield service region (44% very or somewhat interested)
- Employers with more than 50 employees (43% very or somewhat interested)

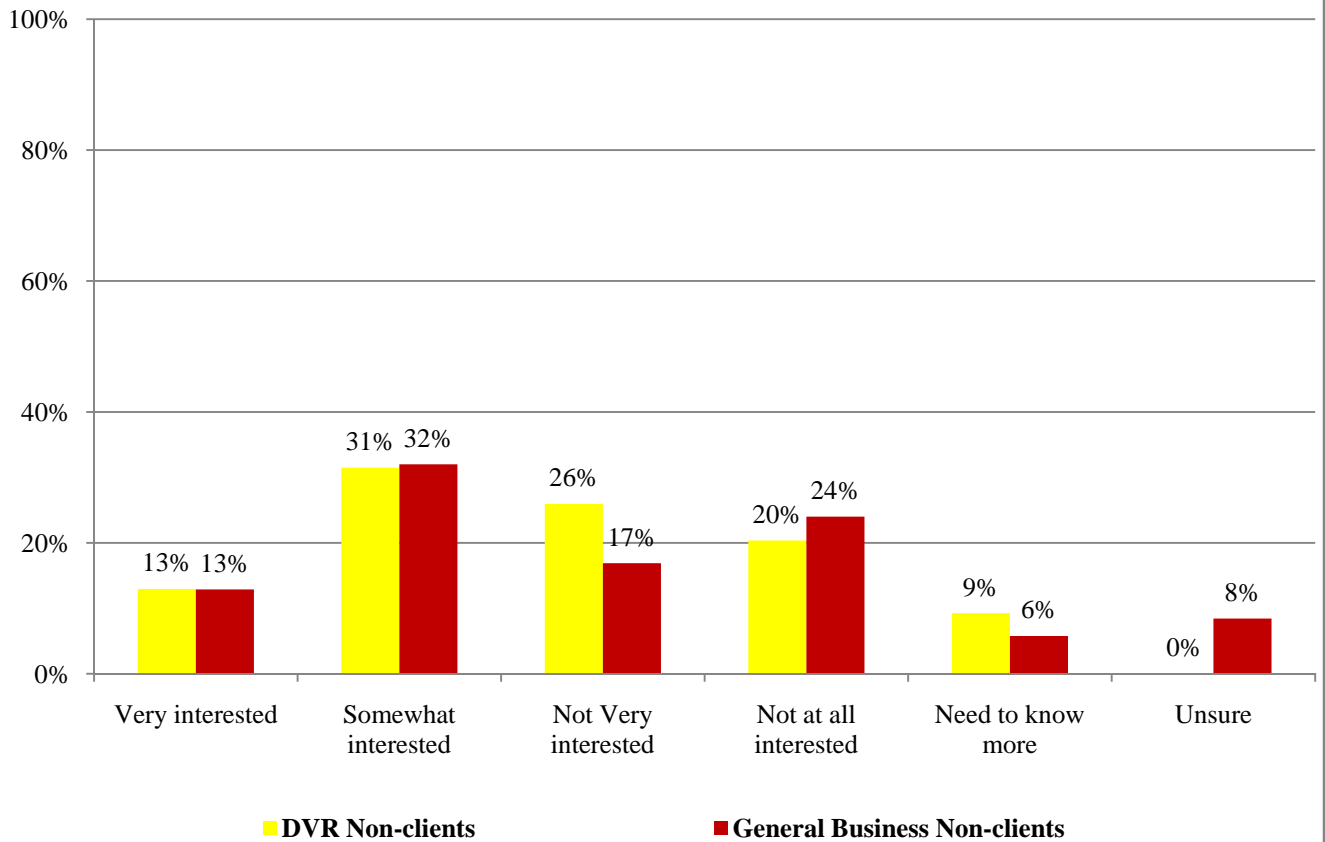
Try before you buy options for assessing a candidate

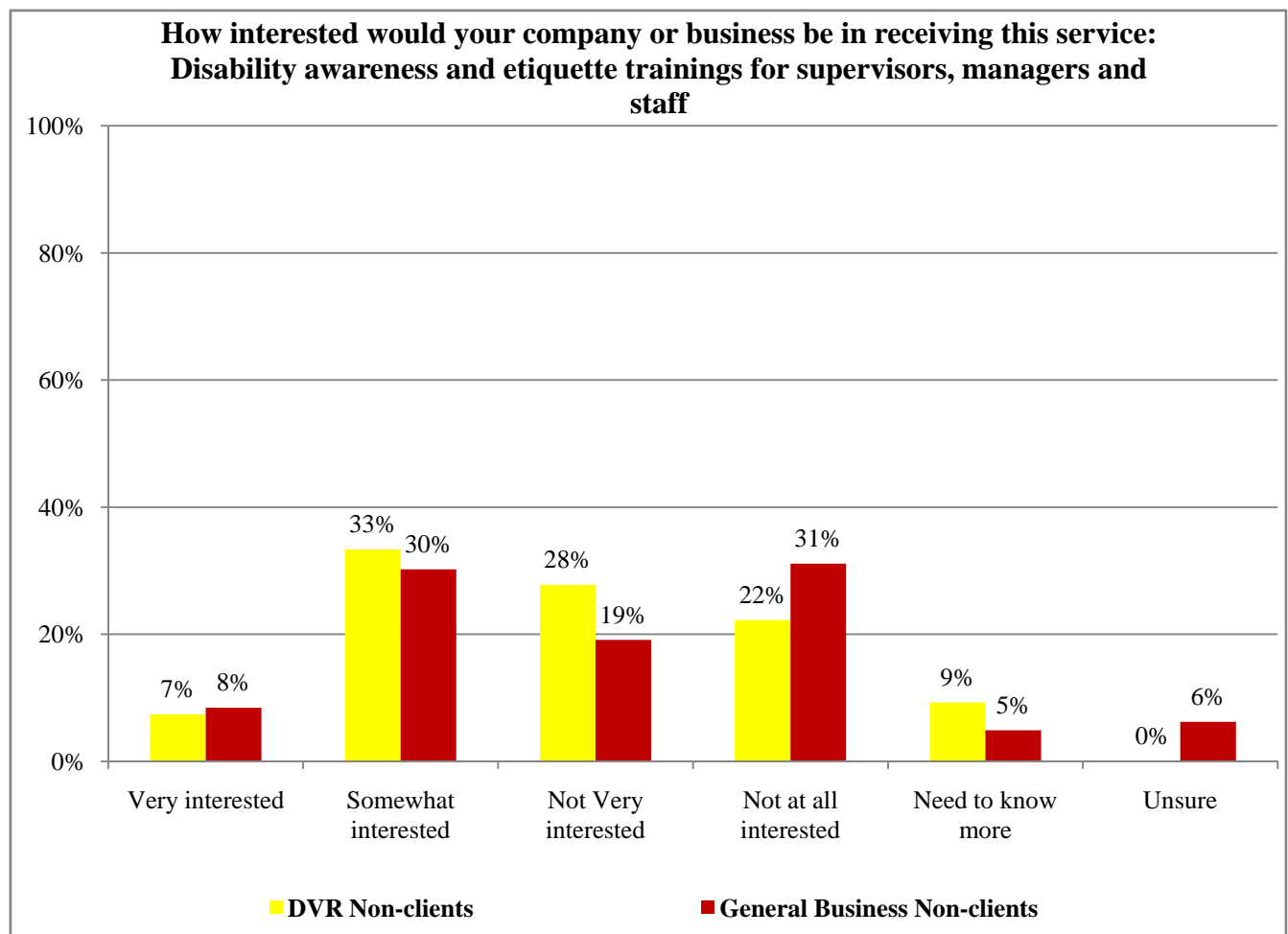
- Businesses in the Rutland/Bennington service region (57% very or somewhat interested)

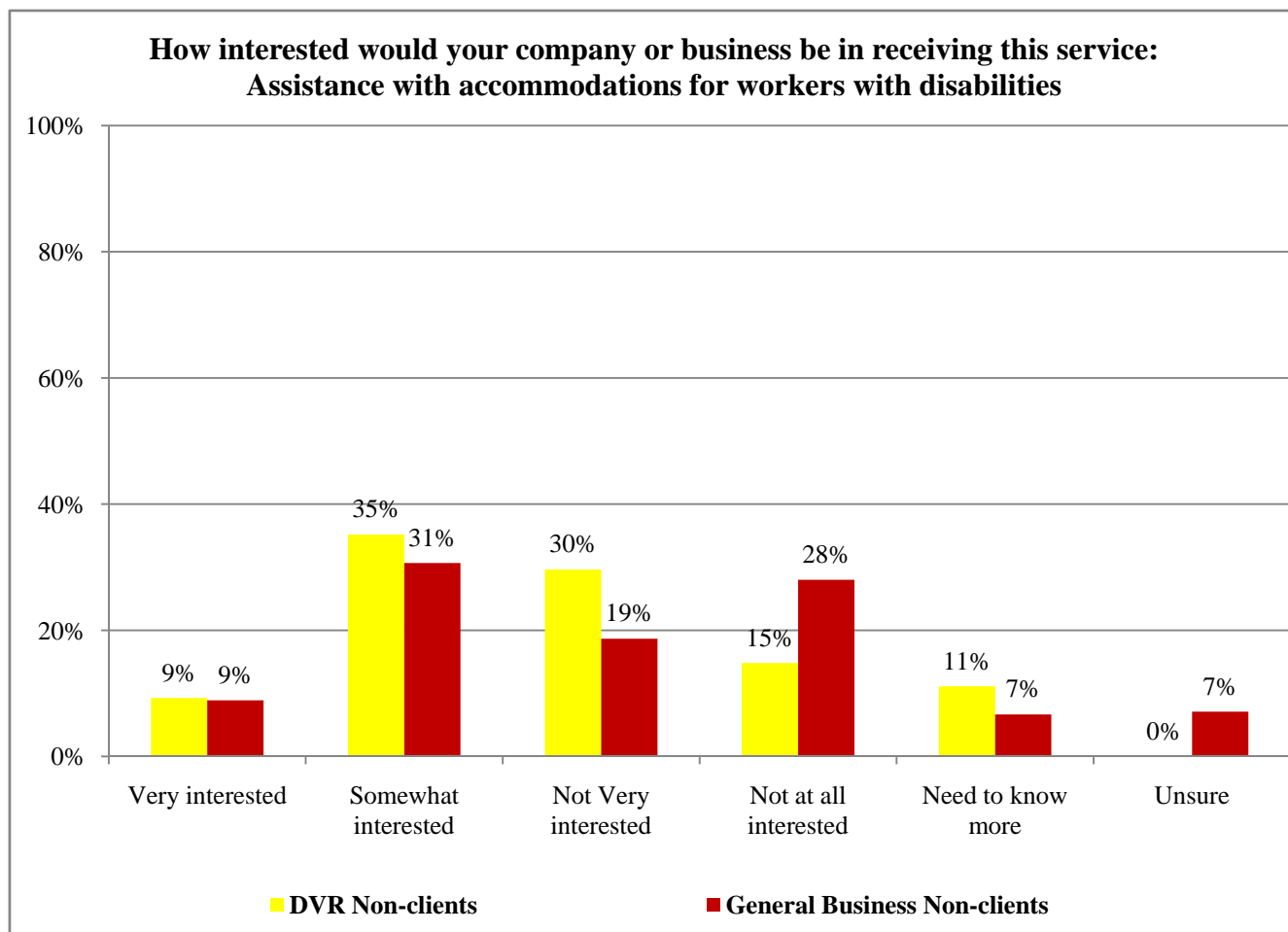


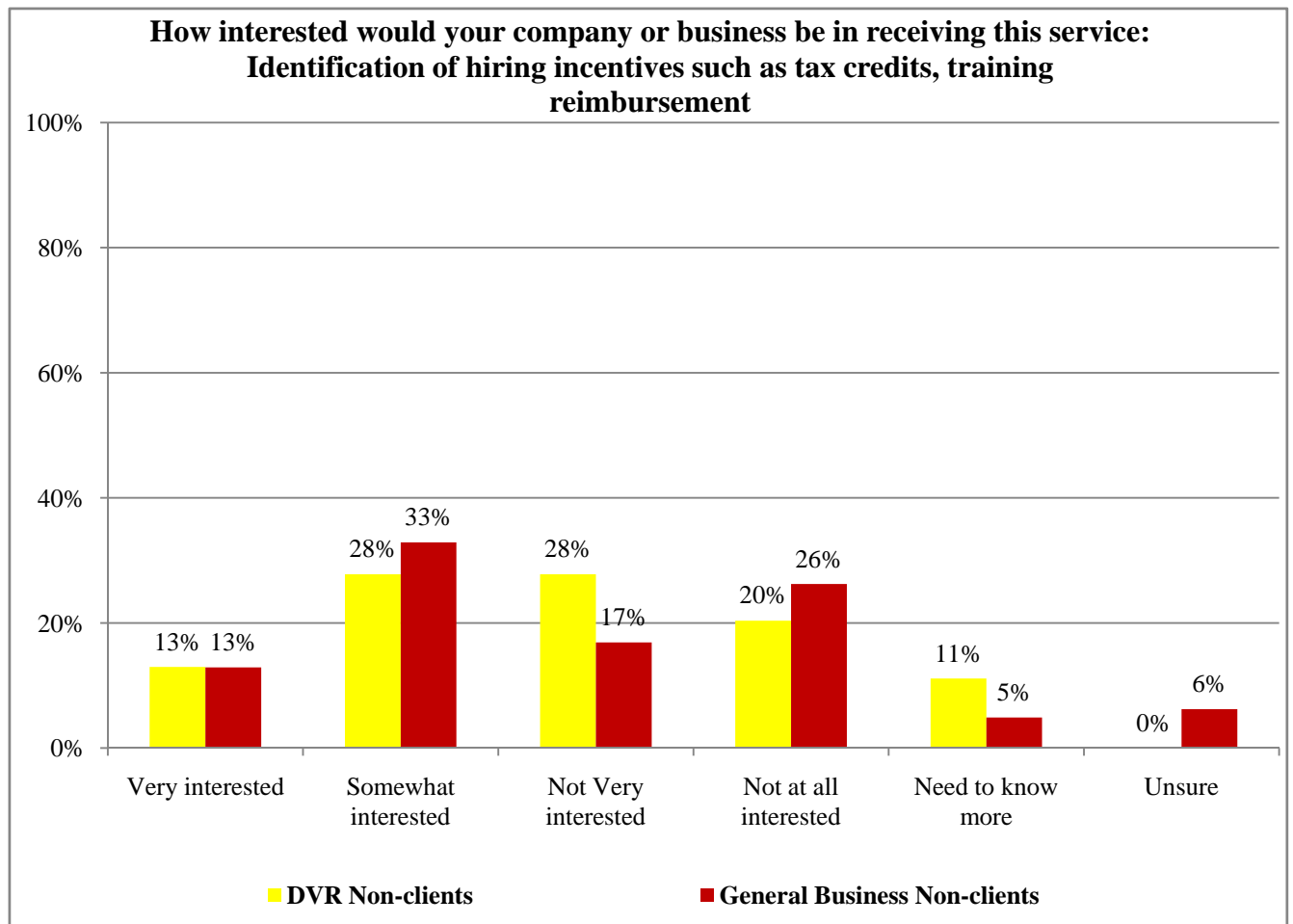


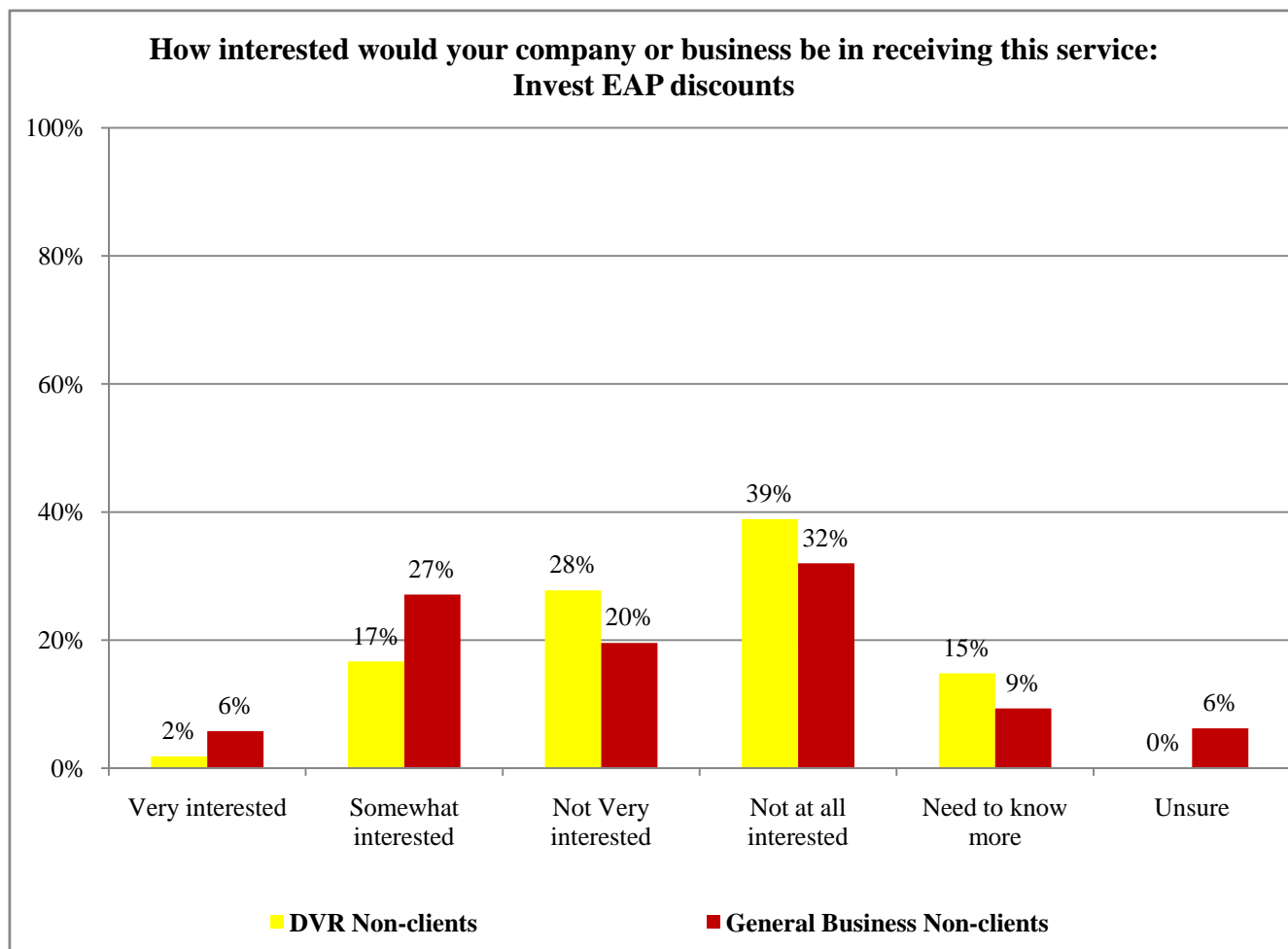
**How interested would your company or business be in receiving this service:
Retention and/or retraining of incumbent workers who develop disabilities**

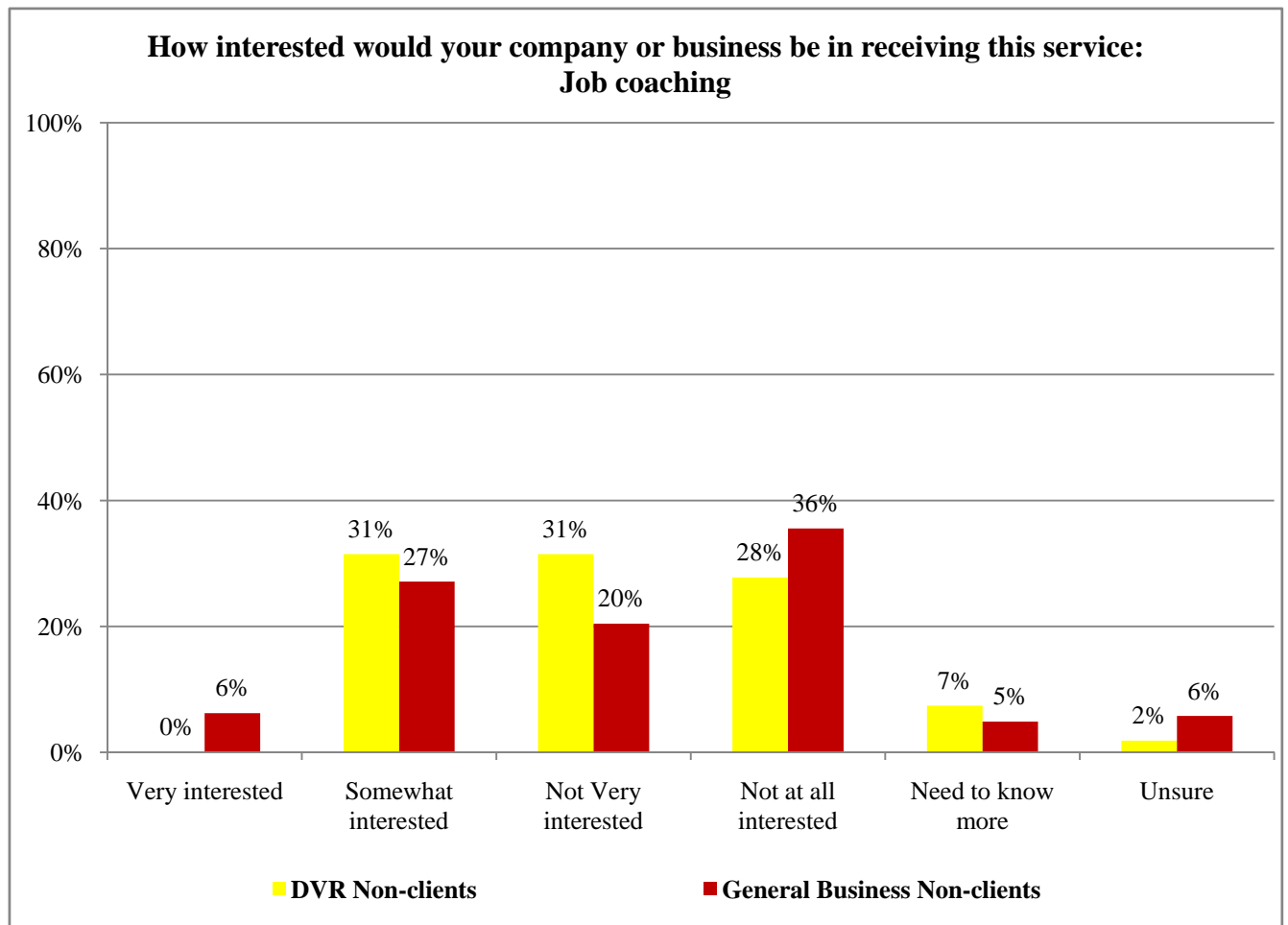


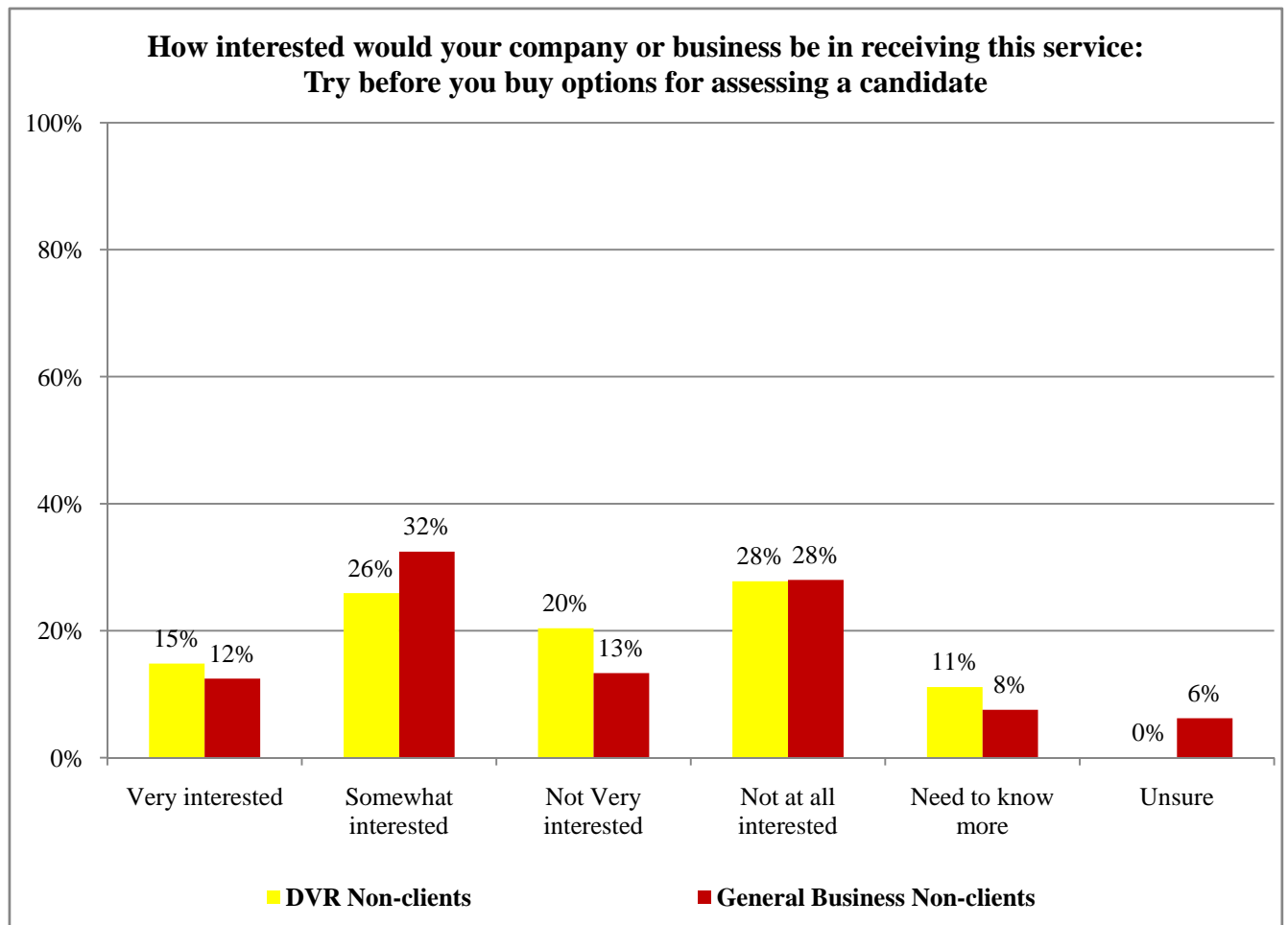




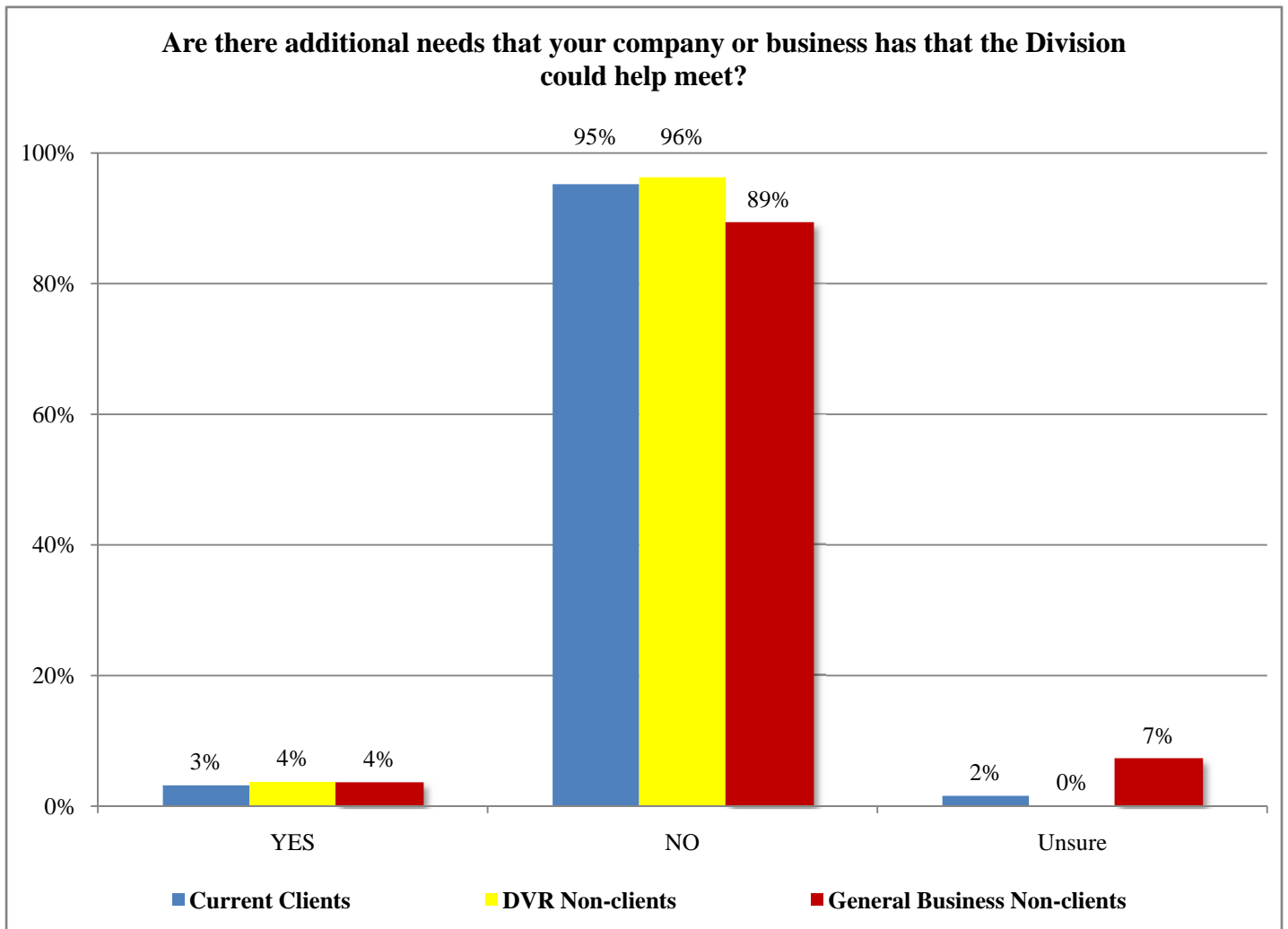








A small percentage of respondents indicate there are additional needs that the Division could provide to their company or business. These include simply providing assistance to businesses in the state and the need for more training on disability issues and hiring disabled employees



Are there additional needs that your company or business has that the Division could help meet?

(% among those indicating additional needs that could be met by the Division)

	Current Clients	DVR Non-clients	General Business Non-clients
More information on disability applicants	50%		13%
Assist businesses more		50%	25%
Help with sign language			13%
More applicants			13%
Better quality applicants			25%
More training	50%	50%	
Aging applicants			13%
Help with families		50%	
Unsure	50%		

Among the small percentage of respondents that indicate there are additional needs the Division could help meet, the most commonly mentioned are just generally assisting businesses in the state, the need for more training on disability issues and hiring disabled employees, providing additional information of disabled applicants, and providing better quality applicants.

E. Company Hiring Process and Prior Experiences with Employees with Disabilities

The most common recruitment methods for current clients and non-clients alike include newspapers, internet job sites and word of mouth.

However, current clients and DVR non-clients are more likely than general business non-clients to recruit by using internal postings, job fairs and through colleges and universities.

In general, how do you currently recruit for positions in your company or business?

	Current Clients	DVR Non-clients	General Business Non-clients
Internet job sites	56%	46%	26%
Newspaper	68%	57%	58%
Radio	19%	7%	5%
Internal postings	41%	37%	15%
Job fairs	25%	19%	7%
Through colleges, universities	19%	13%	6%
Building signage	2%	2%	1%
Agencies like VABIR	2%	2%	1%
Direct hiring	3%	4%	5%
Other agencies	6%	2%	2%
Direct mail	2%		
No recruiting	5%	2%	5%
State office procedures	2%		2%
Court procedures			0%
Word of mouth	51%	57%	35%
Department of Labor	5%	4%	
Department of Employment and Training	2%	2%	
Other			1%
Unsure		4%	7%
REF			0%

Current Clients

Among current Division clients, 68% say that they currently recruit for positions in their company or business using the newspaper, while 56% mention internet job sites, 51% word of mouth, 41% internal postings, 25% job fairs, 19% radio, and 19% through colleges and universities.

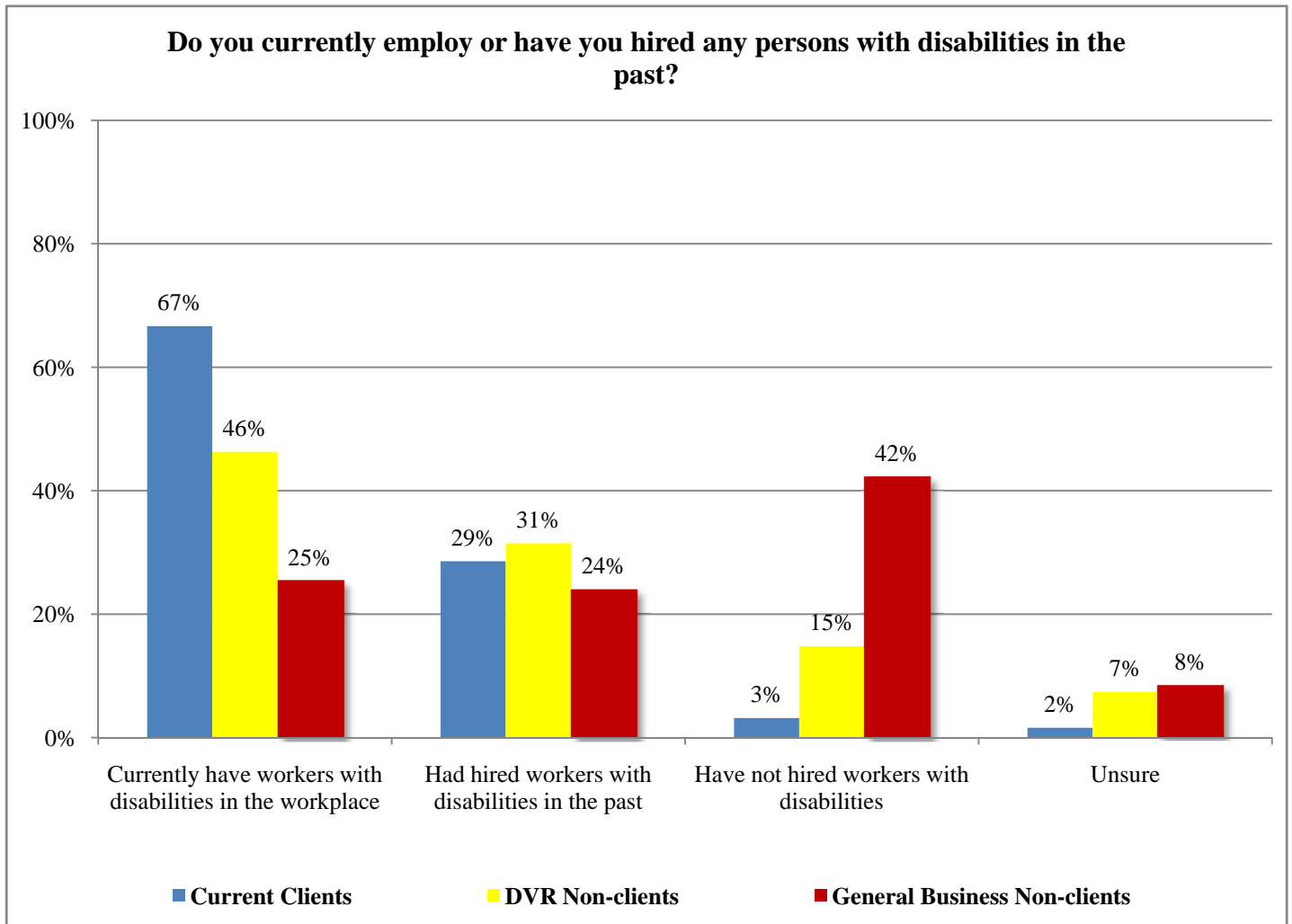
DVR Non-clients

Among DVR non-clients, 57% currently recruit for positions in their business using the newspaper and 57% rely on word of mouth. Forty-six percent of these respondents mention they use internet job sites for recruiting, 37% internal postings, 19% job fairs and 13% through colleges and universities.

General Business Non-clients

Six in ten (58%) general business non-clients currently recruit using the newspaper, 26% recruit through internet job sites, 35% rely on word of mouth and use 15% internal postings.

Ninety-five percent of current clients currently employ or have hired a person with disabilities in the past. This compares to 77% of DVR non-clients and only 49% of general business non-clients.



Current Clients

Sixty-seven percent (67%) of current Division clients currently have workers with disabilities in their company or business, while 29% have hired workers with disabilities in the past. Only 3% of current clients have never hired a disabled worker.

DVR Non-clients

Among DVR non-clients, 46% currently have workers with disabilities in their company or business, while 31% have hired workers with disabilities in the past. Fifteen percent of this group has never hired a disabled worker.

General Business Non-clients

One-quarter (25%) of general business community employers that are not current clients have workers with disabilities in their company or business. Another quarter (24%) has hired workers with disabilities in the past, while 42% percent of the non-client general business community has never hired a disabled worker.

Larger employers are more likely to have current worker with disabilities or to have hired workers with disabilities in the past. Thirty-nine percent of companies with 50 or more employees currently have or have hired someone with disabilities in the past.

What do you see as the benefits of hiring a candidate with a disability?

	Current Clients	DVR Non-clients	General Business Non-clients
Candidates are loyal	14%	9%	4%
Positive program that helps candidates progress, develop self esteem	10%	6%	8%
Adds diversity to workplace	5%	13%	5%
VABIR helps with training	3%		1%
VABIR helps financially			0%
Good for local community	6%	11%	2%
Helps candidates get work	21%	11%	11%
Beneficial to company productivity	13%	11%	5%
Candidates are good workers, very motivated	29%	13%	8%
Candidates are good role models	6%	4%	1%
Incentives given to companies that hire disabled people			0%
Having older workers part time is mutually beneficial			1%
Beneficial to company image	6%	9%	2%
Equal Employment Opportunity		4%	0%
Beneficial to community, society in general	8%	11%	
Good attendance record	5%	2%	
Other		2%	
None, no specific benefits	21%	30%	49%
Unsure	8%	11%	16%

Current Clients

When asked what they see as the benefits of hiring a candidate with a disability, 29% of current clients mention that candidates are good workers and are very motivated, while 21% say that it helps candidates get work, 14% mention that candidates are usually loyal employees, 13% say it is beneficial to company productivity, and 10% mention that it helps candidates progress and develop self esteem. Two in five clients (21%) say that there are no specific benefits to hiring a candidate with a disability.

DVR Non-clients

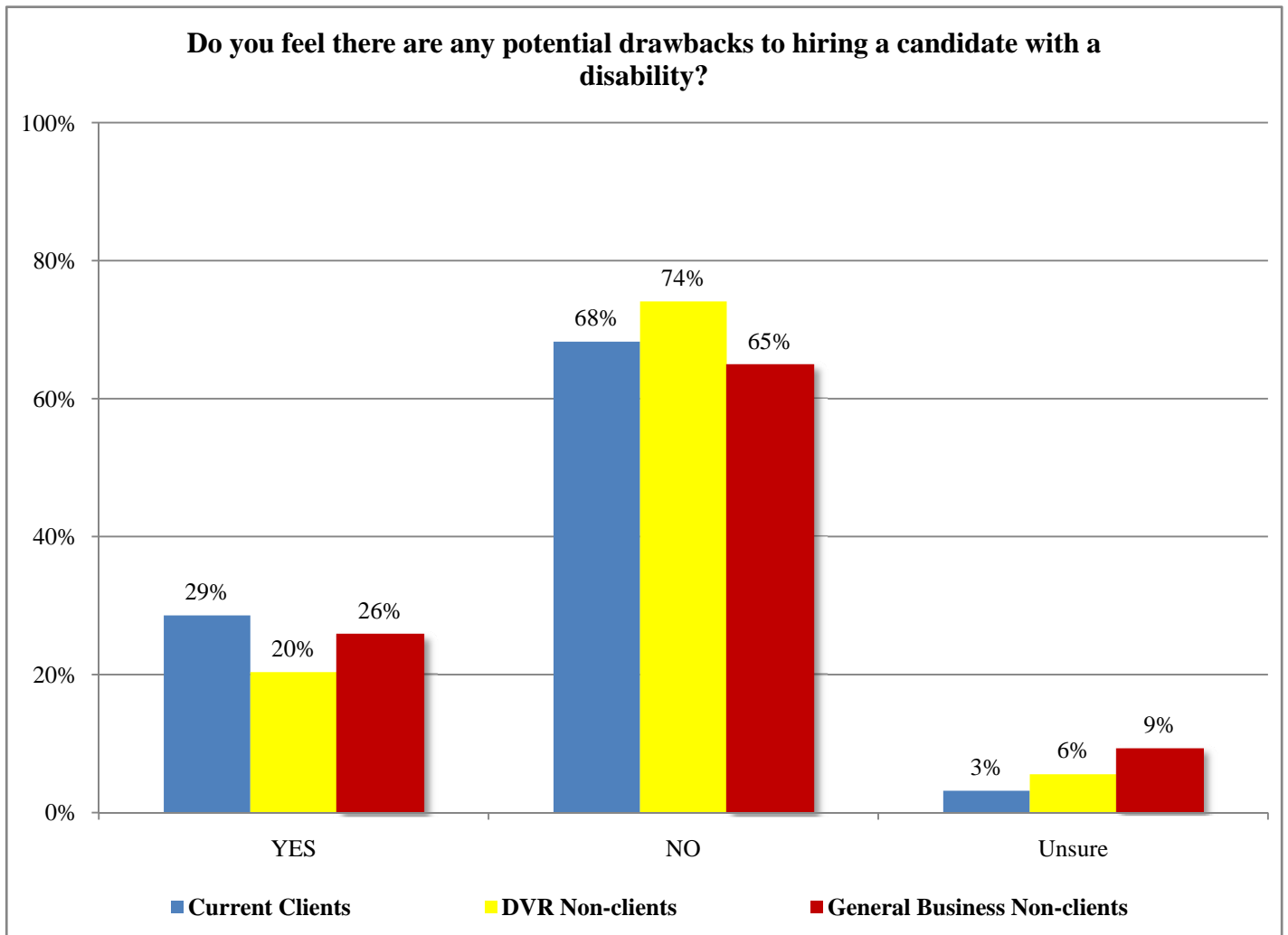
When asked what they see as the benefits of hiring a candidate with a disability, 30% of DVR non-clients say that there are no specific benefits to hiring a candidate with a disability. An additional 13% mention that candidates are good workers and are very motivated, 11% mention that it helps candidates get work, 11% say it is beneficial to company productivity, and 11% say it is beneficial to the community or society in general.

General Business Non-clients

When asked what they see as the benefits of hiring a candidate with a disability, 49% of general business non-clients say there are no specific benefits to hiring a candidate with a disability. Eleven percent mentions it helps candidates get work and 16% said they were unsure.

Twenty-nine percent of current clients feel that there are potential drawbacks to hiring a candidate with a disability.

One in five DVR non-clients (20%) feel there are potential drawbacks of hiring a worker with disabilities and 26% of general business non-clients feel that there are potential drawbacks.



Current Clients

Three in ten (29%) current Division clients say that there are potential drawbacks to hiring a candidate with a disability. When asked what these potential drawbacks are, 39% mention the possibility that the candidate is unable to do the work. Another 22% worry about the inability to make physical accommodations in the workplace and 17% are concerned about extra supervision that might be needed.

DVR Non-clients

One in five (20%) DVR non-clients say that there are potential drawbacks to hiring a candidate with a disability. When asked what these potential drawbacks are, 45% mention the possibility that the candidate is unable to do the work. Another 27% feel that it depends of the individual, 18% worry about extra paperwork that might be involved and 18% could not name a specific drawback.

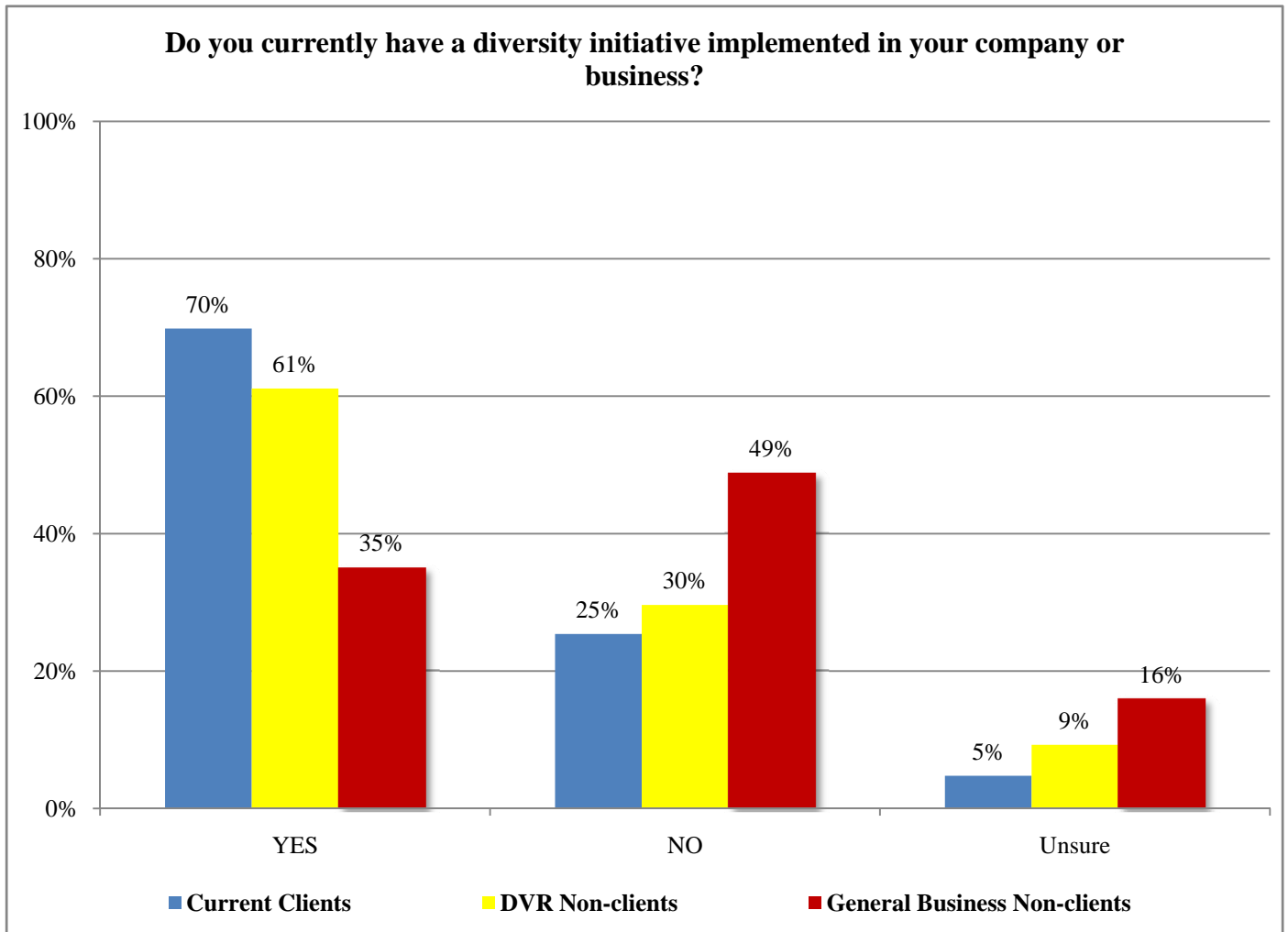
General Business Non-clients

Twenty-six percent of general business non-clients say that there are potential drawbacks to hiring a candidate with a disability. When asked what these potential drawbacks are, 43% mention the possibility that the candidate is unable to do the work. Another 26% feel that it depends of the individual and 17% worry about the candidate endangering themselves or another worker.

**Do you feel there are any potential drawbacks to hiring a candidate with a disability?
(WHAT ARE THESE DRAWBACKS?)**

	Current Clients	DVR Non-clients	General Business Non-clients
Abusing disability			2%
Inability of candidate to do the work	39%	45%	43%
Communication issues			2%
Reliability issues	6%	9%	3%
Danger to themselves, other employees		9%	17%
Unable to make physical accommodations in the workplace	22%		7%
Depends on disability, individual	11%	27%	26%
Financial concerns	6%	9%	2%
Concerns about extra supervision needed	17%	9%	9%
Stigma attached to disabilities			2%
Would want training for company to adapt to person with disability	6%		
Nothing specific, general concern	11%	18%	2%
Extra paperwork, admin duties involved	6%	18%	
Unsure			5%

Seven in ten current clients (70%) say they currently have a diversity initiative implemented in their business. This compares to 61% of DVR non-clients and only 35% of general business non-clients.



Current Clients

Among current clients, 70% currently have a diversity initiative implemented in their company or business.

DVR Non-clients

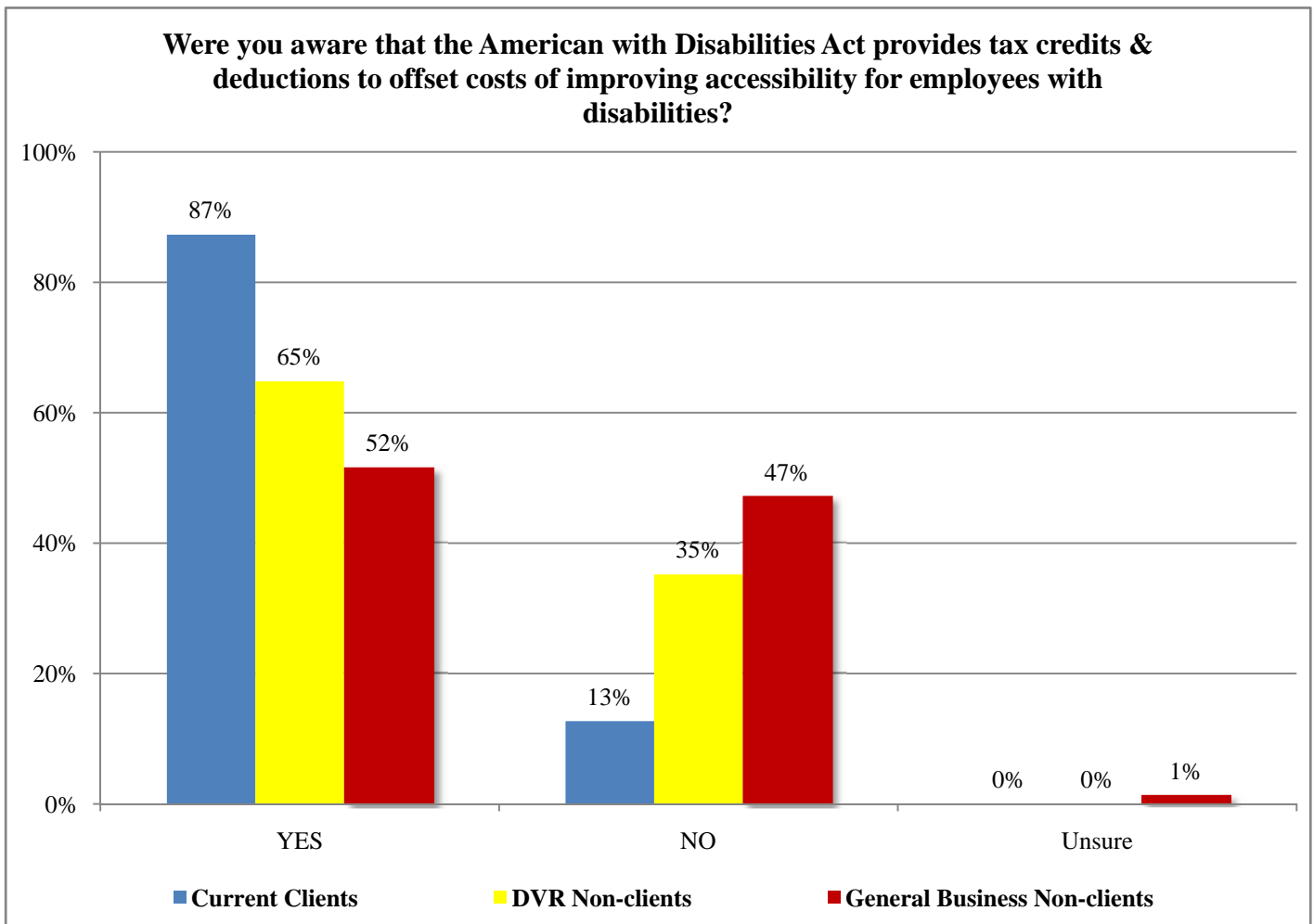
Sixty-one percent of those DVR non-clients report they currently have a diversity initiative implemented in their company or business.

General Business Non-clients

Thirty-five percent of general business community employers that are not current clients report they currently have a diversity initiative implemented in their company or business. An additional 16% were unsure if they had a diversity initiative.

Companies with 50 or more employees are much more likely to have implemented a diversity initiative (57%) than those with 10 to 49 employees (28%) or fewer than 10 employees (17%).

Eighty-seven percent of current clients are aware of the tax credits and deductions offered by the Americans with Disabilities Act to improve accessibility for workers with disabilities. This compares to 65% of DVR non-clients and 52% of general business non-clients.



Current Clients

Among current clients, 87% are aware that the Americans with Disabilities Act provides tax credits and deductions to improve accessibility for employees with disabilities.

DVR Non-clients

Sixty-five percent of DVR non-clients are aware that the Americans with Disabilities Act provides tax credits and deductions to improve accessibility for employees with disabilities.

General Business Non-clients

Approximately half (47%) of general business community employers that are not current clients are aware of the tax credits and deductions offered to improve accessibility for employees with disabilities.

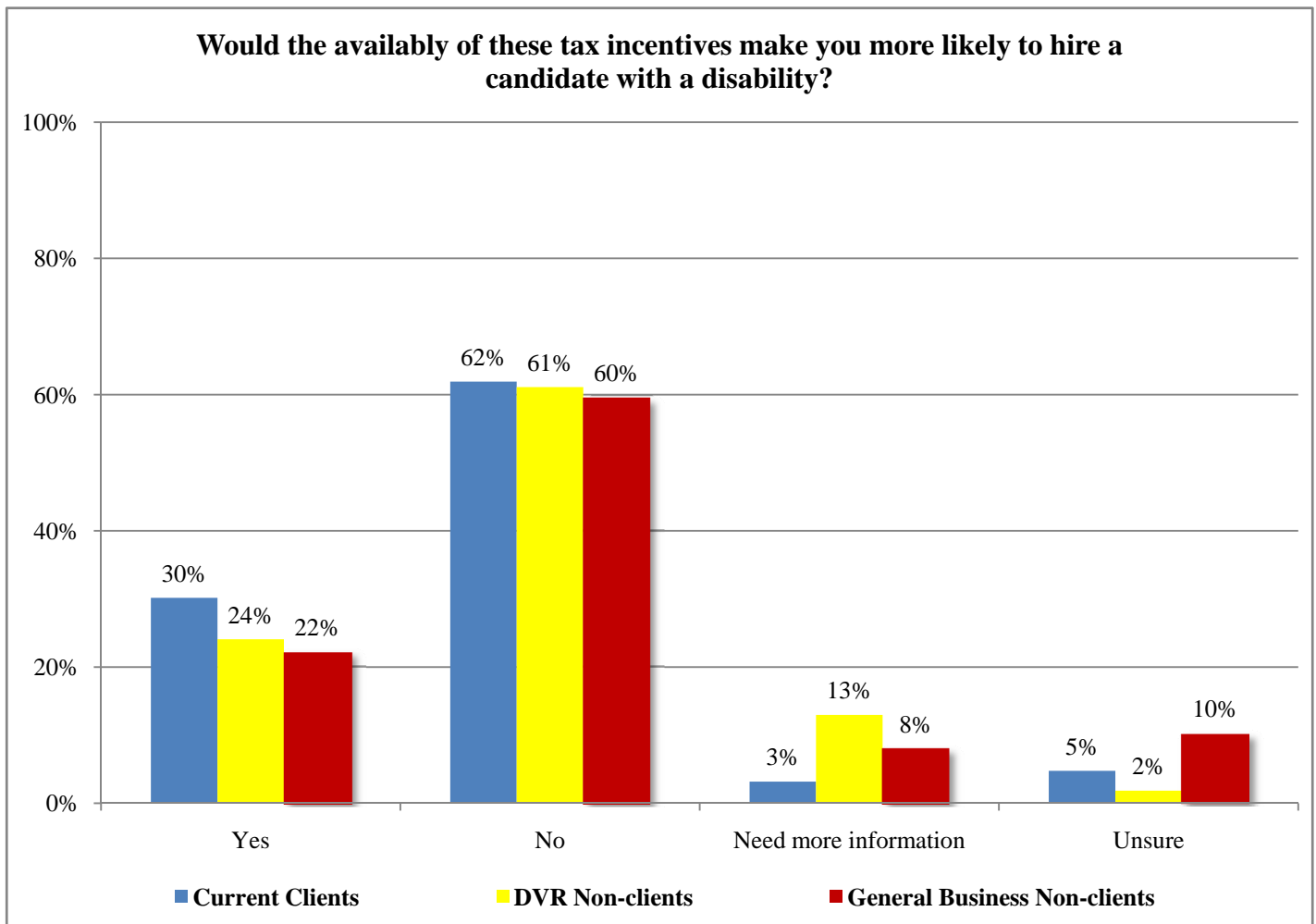
General business non-clients who are more likely to be aware of the tax credits and deductions offered to improve accessibility for employees with disabilities include:

- Companies in the Rutland/Bennington service region (65%)
- Companies with 50 or more employees (64%)

Those less likely to be aware of these tax credits:

- Those in the St. Johnsbury/White River Junction service region (39%).
- Companies with fewer than 10 employees (38%).

Three in ten current clients (30%) indicate the availability of tax incentives would make them more likely to hire a candidate with a disability. This is slightly higher than the 24% of DVR non-clients and the 22% of general business non-clients who would be more likely to hire a candidate with a disability due to the tax incentives.



Current Clients

Among current clients, 30% indicate the availability of tax incentives provided through the Americans with Disabilities Act would make them more likely to hire a candidate with a disability.

DVR Non-clients

Twenty-four percent of DVR non-clients indicate the availability of tax incentives provided through the Americans with Disabilities Act would make them more likely to hire a candidate with a disability. Thirteen percent say that they would need more information before making a decision.

General Business Non-clients

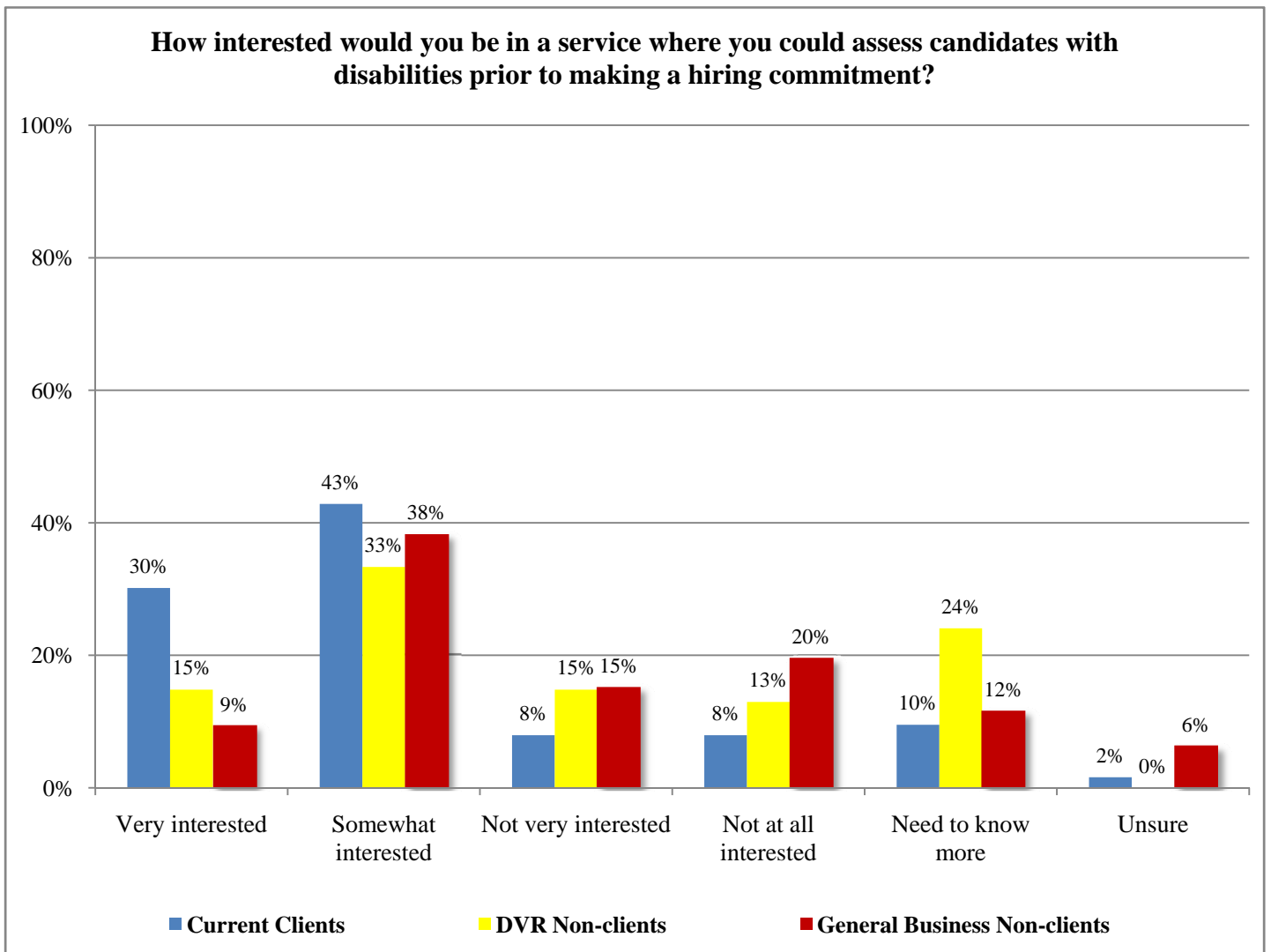
Among general business non-clients, 22% indicate the availability of tax incentives provided through the Americans with Disabilities Act would make them more likely to hire a candidate with a disability. Ten percent say that they are unsure.

Thirty-three percent (33%) of respondents in the St. Johnsbury/White River Junction service region say that the availability of tax incentives would make them more likely to hire a candidate with a disability.

Almost three-quarters (73%) of current clients would be interested in a service where they could assess candidates with disabilities before committing to hiring the candidate.

Only 48% of DVR non-clients would be interested in such a service.

Similarly, 47% of general business non-clients would be interested in such a service.



Current Clients

Among current clients, 30% would be very interested in a service where they could assess candidates with disabilities prior to making a hiring commitment. Forty-three percent would be somewhat interested in this service, while only 16% would not be interested. Ten percent of current clients say they need more information before making up their mind.

DVR Non-clients

Among DVR non-clients, 15% would be very interested in a service where they could assess candidates with disabilities prior to making a hiring commitment and 33% would be somewhat interested in this service. Twenty-eight percent (28%) of this group say they would not be interested in a service to access candidates with disabilities before making a hiring commitment. One-quarter of DVR non-clients say they need more information before making up their mind.

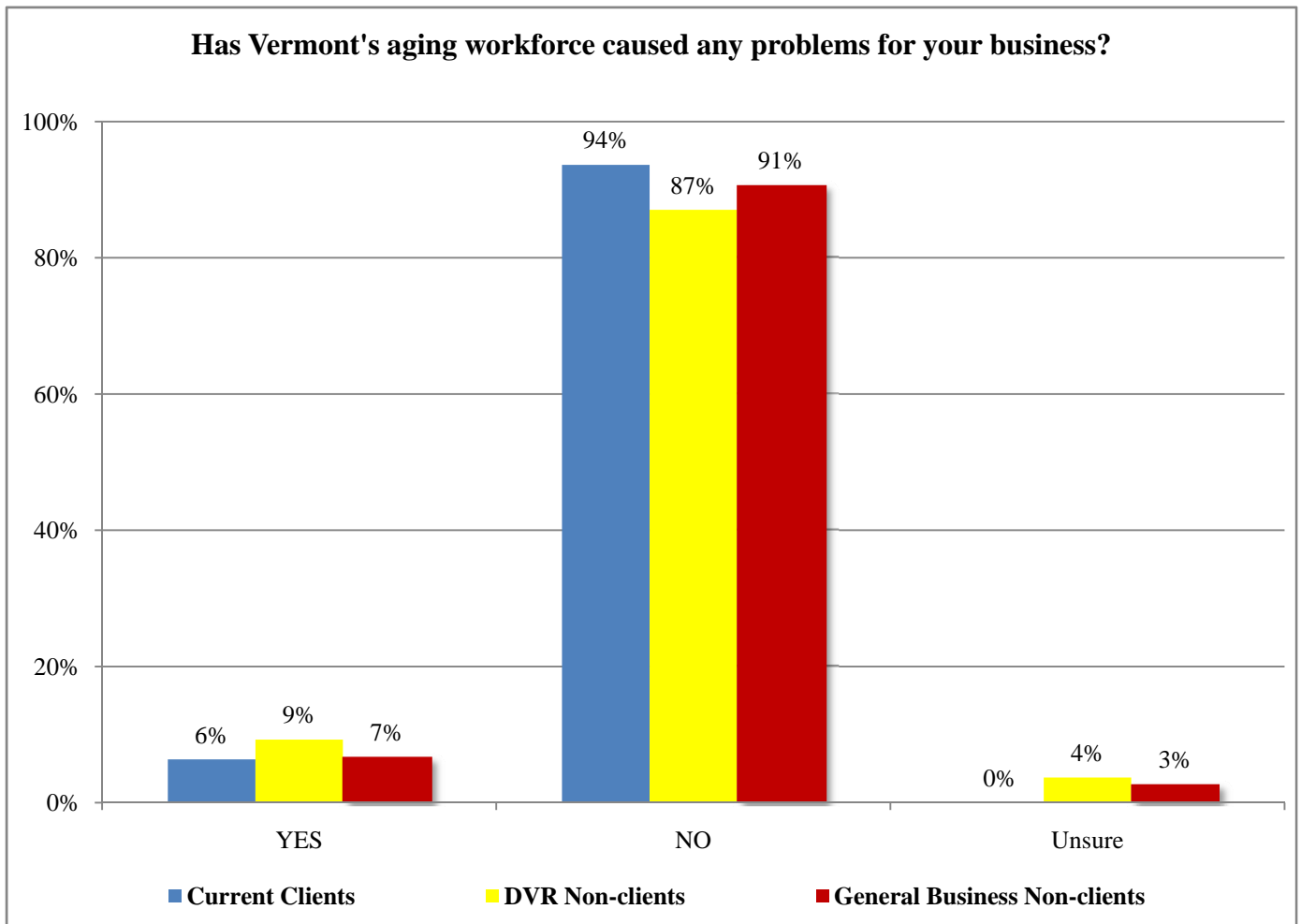
General Business Non-clients

Among general business community employers that are not current clients, only 9% would be very interested in a service where they could assess candidates with disabilities prior to making a hiring commitment, while 38% expressed some interest. Thirty-five percent (35%) of general business non-clients say they would not be interested in a service to assess candidates with disabilities before making a hiring commitment. Six percent say that they are unsure.

General business non-clients who are most interested in a service where they could assess candidates with disabilities before committing to hiring the candidate include:

- Companies in the Brattleboro/Springfield (64%) or Rutland/Bennington service regions (57%).
- Those with 50 or more employees (57%).

Among both clients and non-clients, nearly all say that Vermont's aging workforce has NOT caused any problems for their business.



Current Clients

Only 6% of current clients say that Vermont's aging workforce has caused problems for their business. The remaining clients (94%) have not had any problems because of the aging workforce. The problems mentioned by the small number of clients who have experienced a problem include general concern about the age of the staff, declining physical abilities of workers, the fact that younger employers have turned away from the trade industries, and that there are fewer applicants to choose from.

DVR Non-clients

Nine percent DVR non-clients say that Vermont's aging workforce has caused problems for their business. Four percent were unsure.

The problems mentioned by the small number of DVR non-clients who have experienced a problem include the physicality of work prevents them from doing the job, the lack of knowledge about modern workplace and skills, general concern, the declining physical abilities of workers and that there are fewer applicants to choose from.

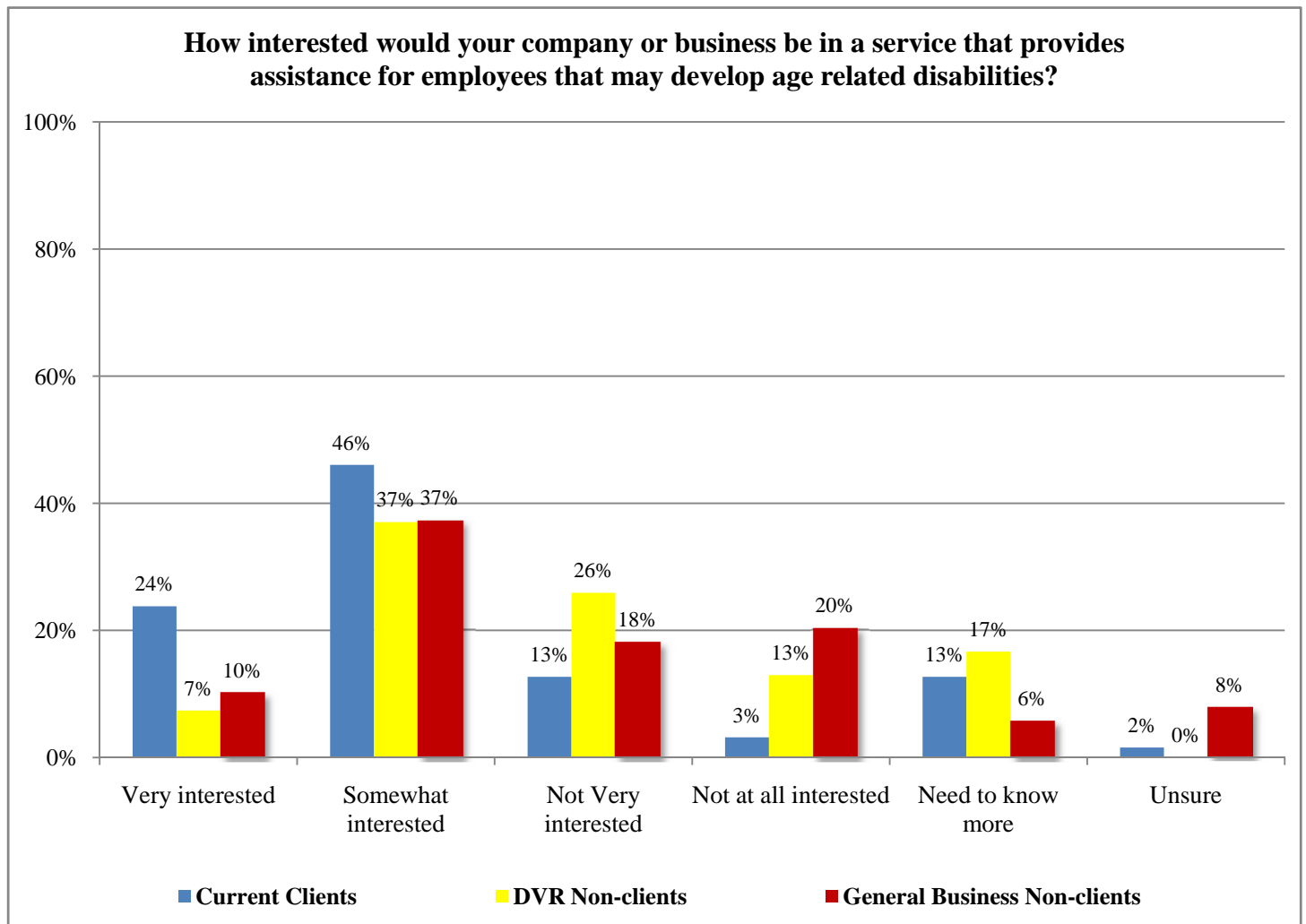
General Business Non-clients

Only 7% of the general business community non-clients say that Vermont's aging workforce has caused problems for their business. Among general business non-clients who have experienced a problem, they mention that the physicality of work prevents them from doing the job, the lack of knowledge about modern workplace and skills, general concern, the declining physical abilities of workers and that there are fewer applicants to choose from.

Has Vermont's aging workforce caused any problems for your business? (WHAT ARE THESE PROBLEMS?)

	Current Clients	DVR Non-clients	General Business Non-clients
Physicality of work prevents them from doing job		40%	20%
General concern about aging staff	25%	40%	47%
Declining physical abilities of workers	25%	20%	13%
Young people do not want to work in the trades	25%		13%
Replacing retirees			7%
Less applicants to choose from	25%	20%	
Lack of knowledge about modern workplace and skills		40%	

Seven in ten current clients (70%) would be interested in a service that provides assistance for employees that may develop age related disabilities. Less than half (44%) of DVR non-clients would be interested in such a service. Similarly, 47% of respondents among the general business community who are not current clients would be interested in a service that provides assistance to employees that develop age-related disabilities.



Current Clients

Among current clients, 24% would be very interested in a service that provides assistance for employees that may develop age related disabilities. Forty-six percent of clients would be somewhat interested in this service, while only 16% would not be interested. Thirteen percent of current clients say they need more information before making up their mind.

DVR Non-clients

Among DVR non-clients, only 7% would be very interested in a service that provides assistance for employees that may develop age related disabilities, while 37% would be somewhat interested in this service. Thirty-nine percent (39%) of this group say they would not be interested in a service for age related disabilities. Seventeen percent (17%) of these respondents say they need more information before making up their mind.

General Business Non-clients

Among general business community employers that are not current clients, only 10% would be very interested in a service that provides assistance for employees that may develop age related disabilities, while 37% expressed some interest. Thirty-eight percent (38%) of general business non-clients say they would not be interested in a service that provides assistance for employees that may develop age related disabilities. Six percent would need more information and 8% say that they are unsure.

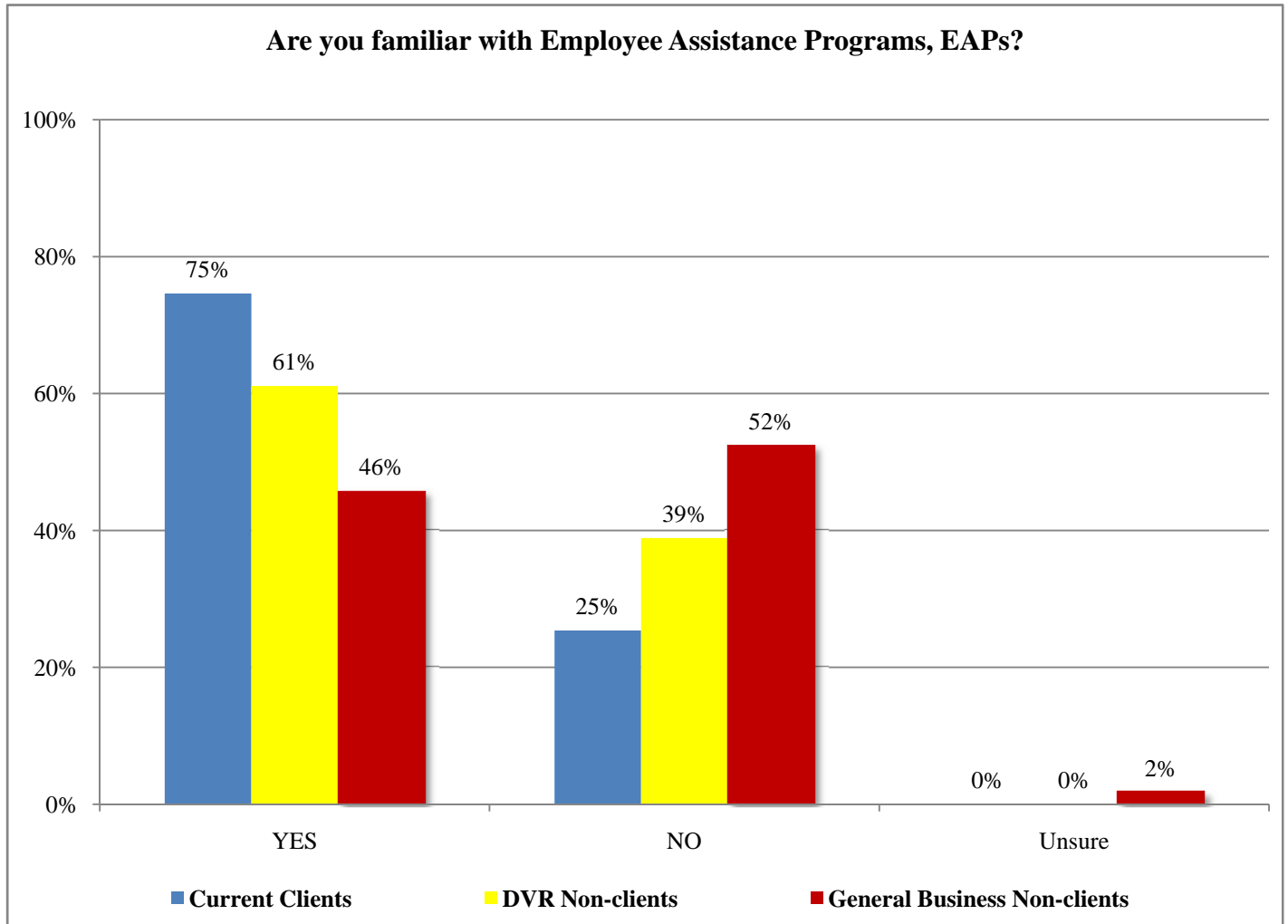
General business respondents who are most interested in a service that provides assistance to employees that develop age-related disabilities include:

- Companies in the Rutland/Bennington service region (62%).
- Those with 50 or more employees (59%).

Three-quarters (75%) of current clients indicate they are familiar with Employee Assistance Programs (EAPs).

Six in ten (61%) of DVR non-clients indicate they are familiar with EAPs.

Among general business non-clients, less than half (46%) are familiar with EAPs.



Current Clients

Among current clients, 75% indicate they are familiar with Employee Assistance Programs (EAPs), which is a service that employers purchase to provide quick resolution and assistance for employees who are experiencing any type of personal, workplace, legal or financial problem.

DVR Non-clients

Six in ten DVR non-clients indicate they are familiar with EAPs.

General Business Non-clients

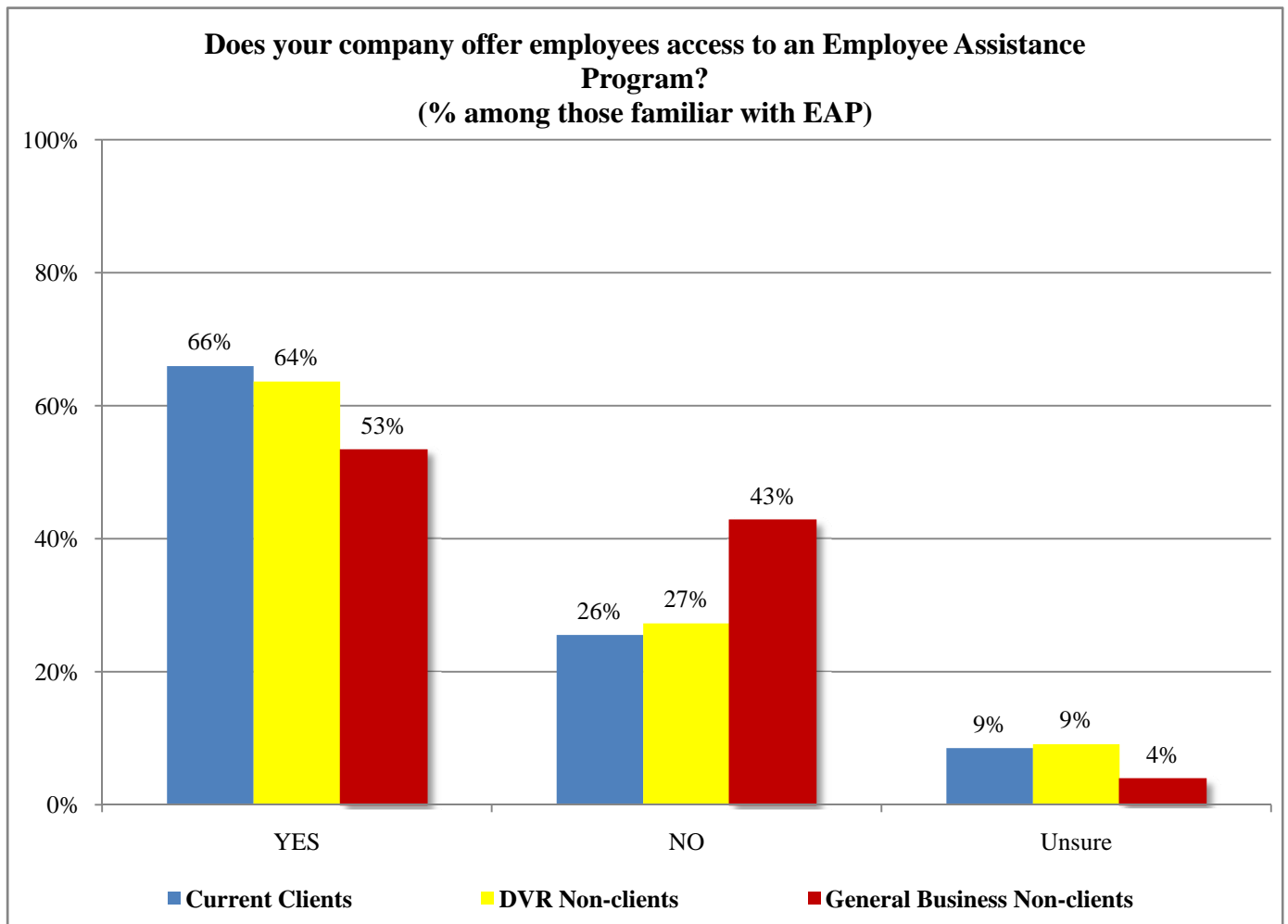
Among general business non-clients, 46% indicate they are familiar with EAPs.

Respondents in companies with 50 or more employees are much more likely to be familiar with EAPs (73%) than those with 10-49 employees (38%) or less than 10 employees (21%).

Among current clients who are familiar with EAPs, 66% indicate their company offers employees access to an Employee Assistance Program.

Sixty-four percent of DVR non-clients indicate say that their company offers employee access to an EAP.

Among the general business non-clients familiar with EAPs, 53% say that their company offers employees access to an EAP



Current Clients

Among current clients who are familiar with EAPs, 75% indicate their company offers employees access to an Employee Assistance Program. Nine percent of current clients familiar with EAP programs are unsure if their company offers access to one.

DVR Non-clients

Among DVR non-clients, 64% of those familiar with EAP programs say that their company offers employees access to one. Nine percent say they are unsure if their company offers an EAP program.

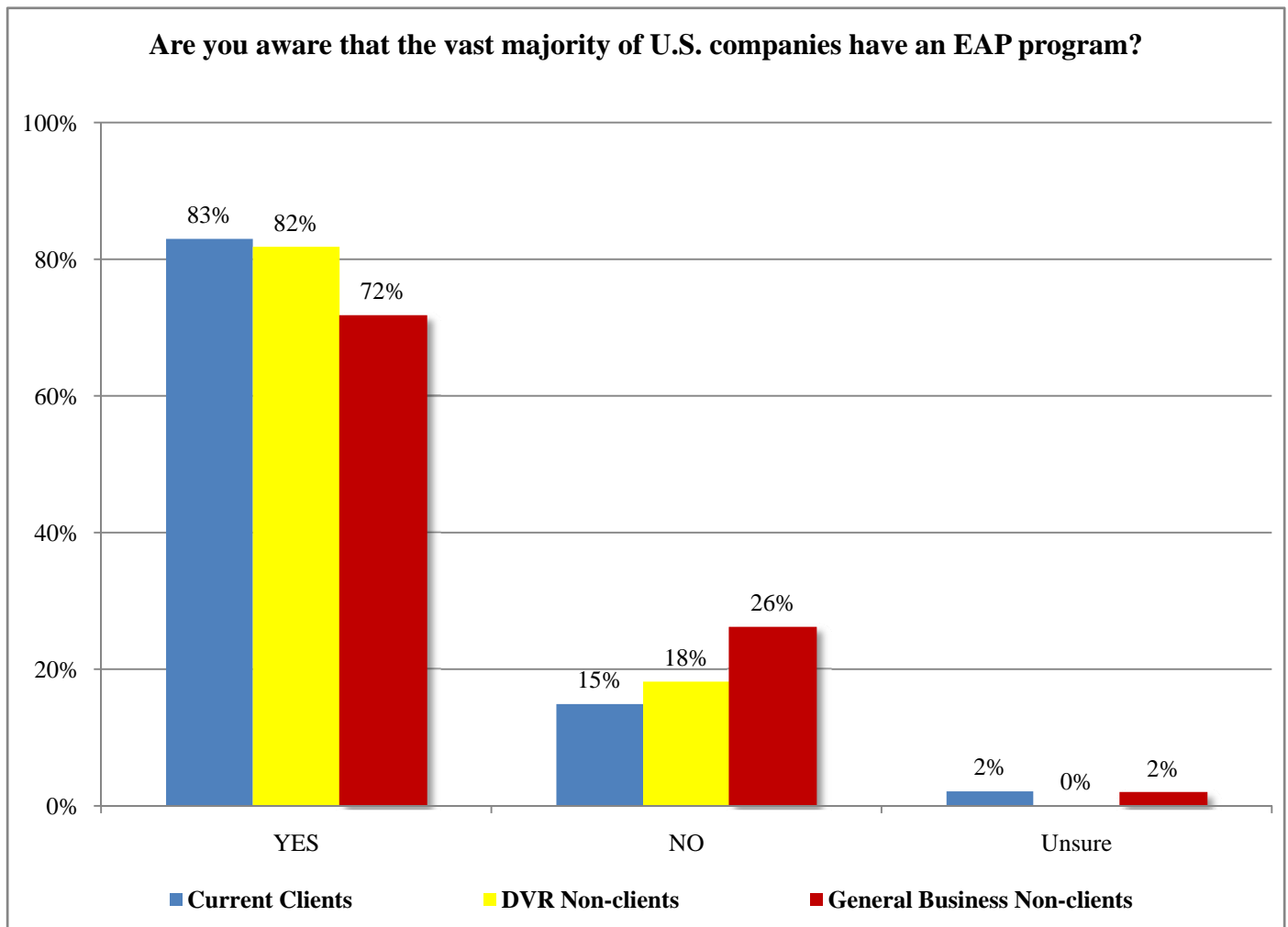
General Business Non-clients

Among general business non-clients, 53% indicate their company offers employees access to an EAP program.

General business non-clients who are more likely to work for a company that offers employees access to an EAP program include:

- Respondents in the Burlington/Middlebury service region (66%)
- Those in the Brattleboro/Springfield service region (64%)
- Companies with 50 or more employees (63%)

Over eight in ten (83%) current clients are aware that the majority of U.S. companies have an EAP program. This compares to 82% of DVR non-clients and 72% of general business non-clients.



Current Clients

Among current clients who are familiar with EAPs, 83% are aware that the majority of U.S. companies have an EAP program. Fifteen percent (15%) are not aware of that fact.

DVR Non-clients

Among DVR non-clients, 82% are aware that the majority of U.S. companies have an EAP program. Eighteen percent (18%) say they are not aware of that fact.

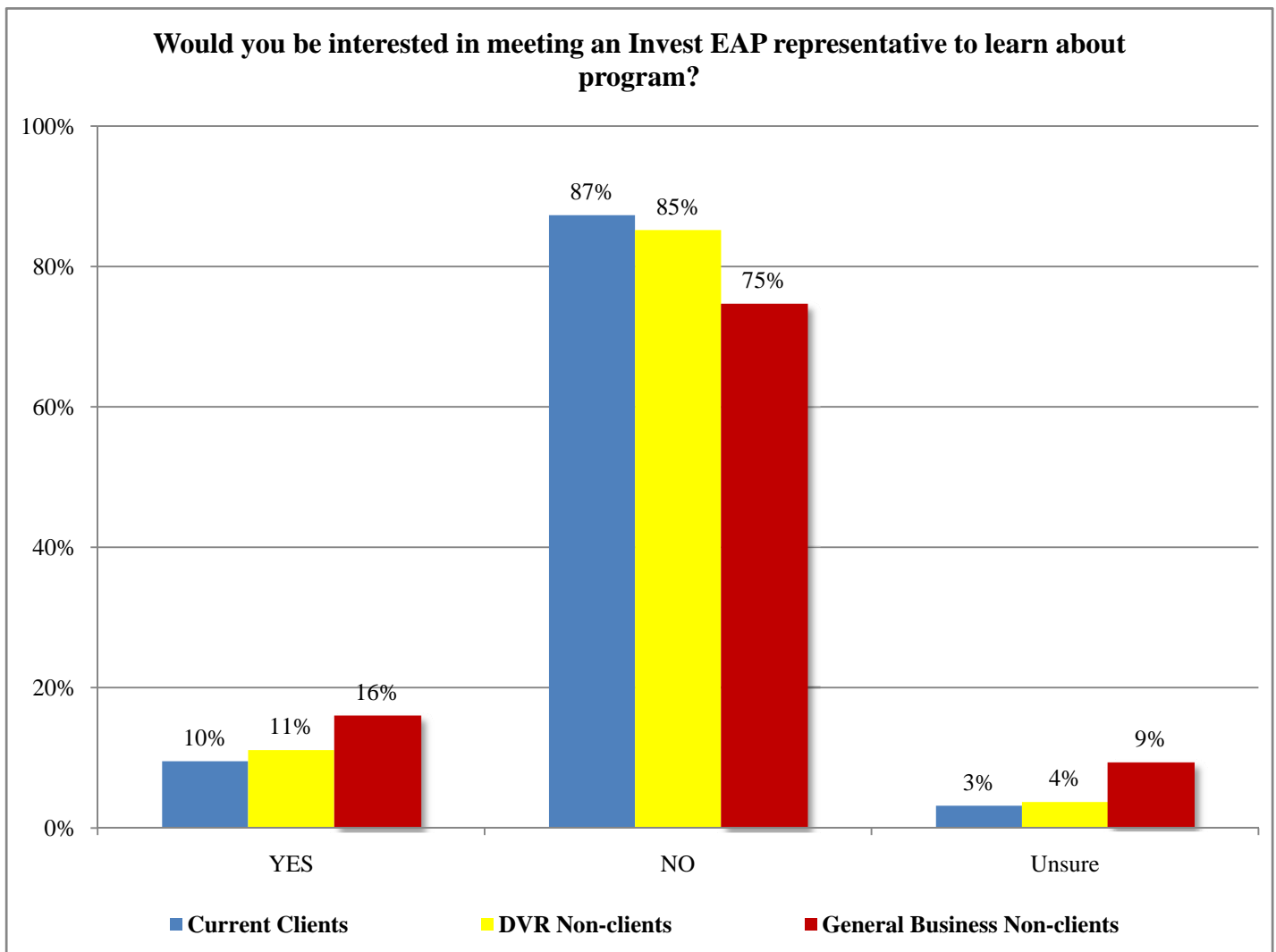
General Business Non-clients

Among general business community employers that are not current clients, 72% are aware that the majority of U.S. companies have an EAP program. Twenty-six percent (26%) are not aware of that fact.

One in ten current clients (10%) would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company.

Eleven percent of DVR non-clients would be interested in meeting an Invest EAP representative.

Among the general business non-clients, 16% would be interested in meeting an Invest EAP representative.



Current Clients

Among current clients, 10% say they would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company.

DVR Non-clients

Among DVR non-clients, 11% would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company

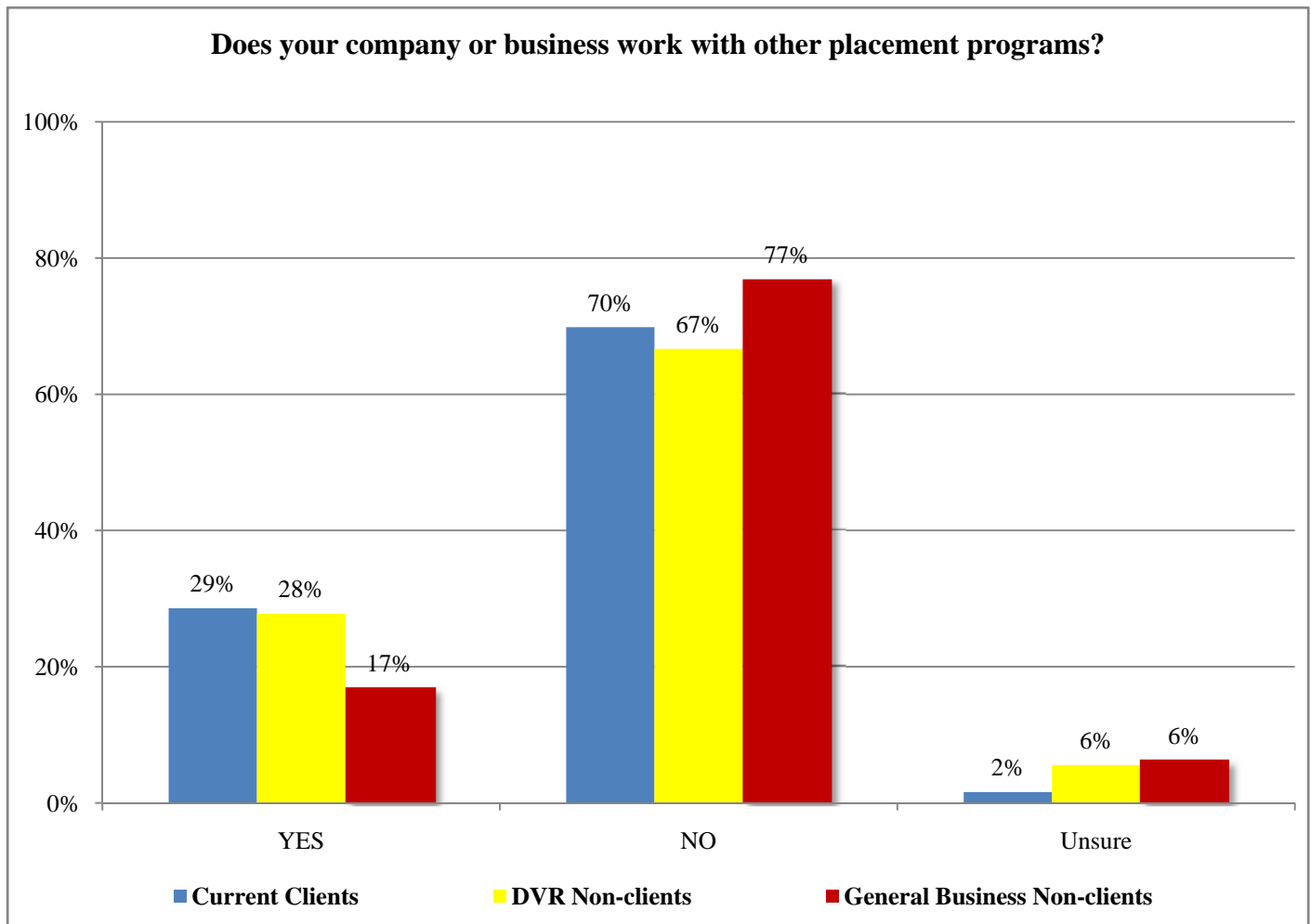
General Business Non-clients

Among general business non-clients, 16% would be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company. Nine percent say they are unsure.

General business respondents in the Brattleboro/Springfield service region are the most likely to say they are interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit their company. Twenty-eight percent of these respondents expressed interest.

F. Communications

Three in ten current clients (29%) and DVR non-clients (28%) work with other placement programs in addition to VocRehab Vermont and VABIR. Among general business non-clients, only 17% say they work with other placement programs.



Current Clients

Among current Division clients, 29% indicate that they work with other placement programs in addition to VocRehab Vermont and VABIR.

When asked about the types of programs that they work with, 44% of current clients indicate that they work with the Vermont Department of Labor. Other programs mentioned by current clients include Vermont Associates, Vermont Employment Center, Reach Up through the Department for Children and Families, and recruiters and staffing agencies in general.

DVR Non-clients

Among DVR non-clients, 28% indicate that they work with other placement programs.

When asked about the types of programs that they work with, the largest percentage of this group indicates they work with the Vermont Department of Labor. Other general programs include recruiters, staffing agencies (in general) and high risk programs with local high schools.

General Business Non-clients

Among general business non-clients, only 17% indicate that they work with other placement programs.

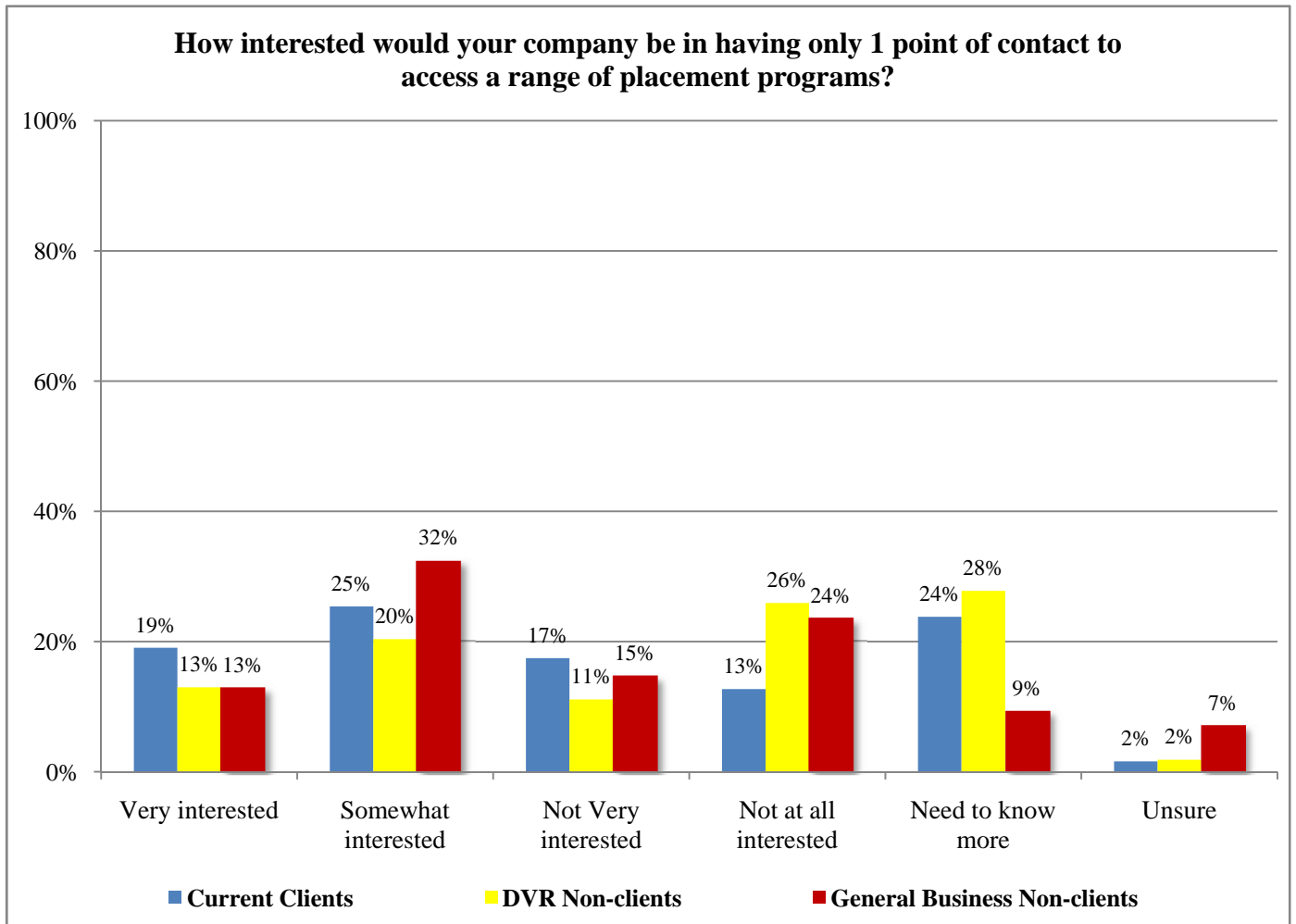
When asked about the types of programs they work with, the largest percentage of this group (32%) states they work with recruiters or staffing agencies (in general). Eight percent of these respondents mention they work directly with vocational tech education programs.

Companies with 50 or more employees are more likely to work with other placement programs (28%) than those in companies with 10 to 49 employees (10%) or fewer than 10 employees (15%).

Does your company or business work with other placement programs? (WHICH PROGRAMS?)

	Current Clients	DVR Non-clients	General Business Non-clients
Numerous			3%
20-20			3%
Head hunter			3%
VT employment center	11%		5%
Labor ready		7%	5%
Department of Labor	44%	27%	5%
Educational programs			3%
Employment associates	6%		
Essex tech center			3%
Recruiters, staffing agencies	11%	27%	32%
High risk programs with local high schools	6%	13%	
Johnson State College			3%
Lamoille area staffing services	6%		
Department of Mental Health			5%
VT Associates	17%		5%
Refugee centers			5%
NE human services			3%
Department of corrections	6%	7%	3%
Vo Tech programs	6%		8%
Work Fare Springfield VT			3%
Workers comp			3%
Addison County Employment Service		7%	
Job corps		7%	
Voc Rehab	6%		
VT Adult learning	6%		
Economic Services	11%		
Reach up	11%		
Howard center		7%	
Lincoln Street		7%	
Middlebury job placement group		7%	
Northwest Counseling and Support Services	6%		
Local Schools	6%		3%
VABIR	6%		
Summer youth employment program		7%	
Westaff	6%		3%
Other		7%	
Unsure			13%

Less than half of both current clients (44%) and non-clients (DVR 33%, general business 45%) would be interested in having only one point of contact to access a range of placement programs.



Current Clients

Among current Division clients, 19% say they would be very interested in having one point of contact to access a range of placement programs, while 25% mention they are somewhat interested. One-quarter (24%) of current clients indicate they would need more information before making a decision.

When asked what is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide, 54% of current clients indicate email, 35% mention in-person contact by a representative, 35% mention regular mail, such as brochures or pamphlets, 14% mention the website and 13% say telephone contact by a representative.

DVR Non-clients

Among DVR non-clients, 13% say they would be very interested in having one point of contact to access a range of placement programs, while 20% mention they are somewhat interested. Twenty-eight percent of these respondents indicate they would need more information before making a decision.

When asked what is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide, 43% of those DVR non-clients say email, 43% mention regular mail, such as brochures or pamphlets, and 22% mention in-person contact by a representative.

General Business Non-clients

Among general business community employers that are not current clients, 13% say they would be very interested in having one point of contact to access a range of placement programs, while 32% mention they are somewhat interested. Thirty-nine percent of these respondents indicate they would be somewhat or very uninterested in having one point of contact for placement services.

When asked what is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide, 48% of this group mention regular mail, such as brochures or pamphlets, 46% say email and 12% mention by website.

- Fifty-five percent (55%) of general business respondents in companies of 50 or more employees would be interested in having one point of contact for placement services.
- This compares to 48% of those in companies with 10-49 employees and 23% of those with companies of fewer than 10 employees.

Among both current clients and non-clients, email and regular mail is the most effective method of providing companies with information about VocRehab Vermont and VABIR .

What is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide?

	Current Clients	DVR Non-clients	General Business Non-clients
Email	54%	43%	46%
In-person contact by a representative	35%	22%	8%
Job fairs	5%		1%
Telephone contact by a representative	13%	7%	6%
Regular mail - brochures, pamphlets	35%	43%	48%
Website	14%	13%	12%
DVD			0%
Need nothing more	2%		
Through court administrators office			0%
Fax			0%
Payroll attachments	2%		
HR Department of business, specific person	2%	2%	1%
Newspaper			0%
Posters		2%	0%
Unsure			7%

Appendices

Appendix 1. Verbatim Response to Open Ended Questions

Q02

In general, what are your impressions of the Vermont Division of Vocational Rehabilitation?

1 SPECIFY

- 1 151 A good one and the referrals have been good.
A very good organization and it is great to give people the feeling that they are
1 186 needed. Teenagers really need the assistance.
Assuming something to do with workers comp claims things like that so I haven't
1 44 had experience with someone being placed or that's why I don't really know.
1 177 Basically just know that it's out there.
1 9 Confident and capable.
1 97 Couldn't ask for better.
1 74 I don't know too much but it has to be a good cause.
1 260 Doing its job.
1 224 Favorable. We have used your services and it has been beneficial.
1 79 Fine, OK good.
1 223 Good.
1 203 Good relationship.
1 248 Good service.
1 205 Great program.
Have had good experiences with such in previous states and think it does well in
1 106 VT.
1 113 I am impressed with their services, a wonderful program to get involved with.
1 198 I believe it's a worthwhile division.
I believe that they have in the last few years greatly improved their capacity to
1 228 serve both the business community and their clients.
I get well I guess we get a couple clients here that actually use our facility for
rehab. They're very prompt with their payment and invoices it's really easy to work
1 262 with.
1 168 I guess it was satisfactory, it's been a while.
I guess they are favorable as we have had good success with placement of folks at
1 118 our water treatment facility.
I guess they do a great job. Have not had any direct work with them. They provide
job training. Serve people that need to move from one job to another or to be
1 58 retrained.
1 202 I have an employee through northwest counseling and it's working well.
1 233 I know they don't turn anyone away.
1 116 I think for a lot of people who need it, it is very beneficial.
1 104 I think it's a good program.
1 130 I think its a good thing.

1 90 I think its an organization, doing a good thing
 1 115 I think they're great.
 1 117 I thought it was very informative.
 I understand what they can do, they can work with people who have workers comp
 injuries and cannot keep their jobs and that's really about the only way that I've
 1 221 ever known of them.
 1 73 It seems like a great program
 1 174 It seems to be a good program, from what little I know.
 1 252 It serves a valuable purpose.
 1 29 It works for the most part.
 1 178 It would apply to a worker who needs to be rehabilitated.
 1 122 It's a good resource for the community. P
 1 4 It's a wonderful thing to have, for the people involved in it, it's very, very helpful.
 1 20 It's for people to retrain for new careers.
 1 142 Its great, help people to get jobs.
 1 159 I've had very good experience.
 1 191 I've heard its a pretty good program.
 1 36 Know some kids who have down syndrome who work in grocery stores.
 1 206 Limited I guess.
 1 65 Neutral, never really used them.
 1 120 Not much exposure-helps people.
 1 190 Overall good, it is tough work and the folks I have met do a good job.
 1 28 Part of job service.
 1 222 People that are trying to be rehabilitated.
 1 128 Poor follow through.
 1 266 Positive impression on what they do. A good job is done by them.
 Positive impressions; they've been very pleasant to work with and easy to work
 1 32 with.
 1 85 Positive, but not very specific all together.
 1 247 Positive. P. I Have had good experiences with them.
 1 98 Pretty good I'd say.
 Pretty good, I guess, they helped me when I had hip surgery, they were very
 1 31 helpful.
 1 133 Provides useful service.
 So-so sometimes a great help getting me wonderful workers and other times very
 1 216 difficult; very very difficult; lot of hoops to jump through.
 1 241 That it can be very useful.
 That it would, it's an agency that helps place people with disabilities and my
 1 165 general impressions that are it does a pretty good job at that.
 1 194 That you're probably pretty busy right now.
 1 62 The process is slow.
 1 33 The program might be good, the guy we had was not.

1 166 They are a good service agency.
 1 237 They are a pleasure.
 1 201 They are excellent.
 1 94 They are extremely dedicated and focused. They want what's best for their clients.
 1 8 They are good at supporting folks in businesses.
 1 83 They are positive.
 1 167 They do a good job.
 1 253 They do a good job in retraining people.
 1 101 They do good work.
 1 105 They do good work, a number of people have benefited from it.
 1 153 They try to get people jobs. P
 1 129 They're a wonderful service and a very helpful source for many people.
 1 24 They're all right.
 1 76 They're good.
 1 135 They're good. P
 1 88 They're very good and very they provide a much needed service I think and yes.
 1 160 Very good. P
 1 231 Very positive.
 1 251 Very positive.
 1 227 Very professional and helpful.
 1 176 Word of mouth sounds good.
 1 41 Work with a lot of our residents.
 1 225 You assist people in job placement. P
 1 270 They are helpful and do a good job.
 1 274 We have had experience with them through workers comp.
 1 277 Favorable.
 1 278 They do a good job.
 1 279 Does an excellent job for services for community members.
 That they help get people working; skills for people who might not be up to snuff,
 2 2 for one reason or another.
 2 3 From some people I know they're doing a good job.
 2 5 I think you do a commendable job.
 I have good impressions you know, I serve on a couple committees with some of
 2 6 the folks from that particular department.
 2 7 I believe it's good program.
 Wonderful, they could do a better job on choosing who they send. They do a good
 2 8 job and great to work with.
 Had limited exposure with them, we contacted their office and they referred some
 one here for employment. It ended up being a challenge. They needed to be a
 2 9 direct employee which made it difficult for us to work with this person.
 2 10 An excellent resource for employees and they are great advocates for their clients.
 2 11 Positive and they do a good job in training with handicapped.

2 12 Concept of what is being done in terms of job placement and training is good.
 2 14 They do good things for people in getting them jobs.
 They are hard working, they do work for their clients, I see a representative from
 2 15 our local office at least once a week.
 I think that they support employment for people with disabilities or special needs to
 2 16 help them find jobs and make sure that the fit is good.
 2 17 They do a very good job.
 2 18 We have used the services and have been satisfied.
 2 20 Good and they do a good job.
 2 21 A great service and helps employers as well as employees.
 2 22 Very responsive to needs and a big help to the community.
 2 23 Wonderful organization. P. Helpful. There to help.
 2 28 Helpful, pleasant, very easy to work with. We have a great partnership.
 Positive in terms of their job training and placement. We have found some good
 2 30 employees. We seem to work well together.
 2 31 Nothing but positive, they do a good job.
 2 32 Good and they seem to have the people's interest at heart.
 They have improved in our area, we have a better working relationship and good
 2 33 cooperation on their services.
 2 34 My dealing have all been very professional.
 2 35 Job coaches have been very helpful with the associate who works with us.
 2 36 It is a great service.
 2 38 Good and they do a good job.
 2 39 They do a pretty good job but we have had some problems with some placements.
 2 40 It is a worthwhile program and they do a good job in placements.
 2 41 It is a very good program and good for employee and employer.
 They do a good job and I have a positive permission. They have been able to
 2 43 supply us with able body help and assisted with the training.
 2 44 They do a good job.
 2 45 They do a good job.
 2 46 Favorable
 2 48 They do a fine job and good to work with.
 2 49 Good and they do a good job at what they do in finding people jobs.
 2 50 They are good and do a good job for us.
 2 51 It is okay, I guess
 2 52 They do good work
 2 53 Very comprehensive and useful
 2 54 They have sent us some good people and they do a good job.
 2 55 They do a good job of placement.
 2 56 Relatively positive.
 2 57 They are a useful agency for disabled.
 Good-we have had the benefit of the last two years of having recruited people to
 2 58 our program and they were great and worked out well.

2 59 They do a good job.
 2 60 Very good.
 2 61 Help place disabled workers.
 2 62 They do placement and job coaching.
 They do good work for the most part so I am somewhat positive. Sometimes they
 send folks who do not stand a chance with the things I need them to do. It is a
 2 64 good program.
 2 65 Very good-and they do a good job
 2 66 They do good work getting folks into the work force.
 2 68 A great program and they work well with employers.
 2 80 A helpful resource.
 2 85 Appreciate the work that they do and they are very responsive.
 2 73 Do not really have any.
 Favorable! The individual who was with us petered out over time and it is difficult
 to assess that, as our experience was flat and I would hope that the arc would be set
 2 74 a bit higher.
 2 89 Good
 2 86 have only met one director from VocRehab and that visit was pleasant.
 I admire that Division as they do a good job and there methods are excellent as
 2 99 well.
 2 108 I enjoy working with them and they do interesting work.
 I have had good relationships with Leo Schiff and there were some problems but
 we have surmounted them and Bonnie Cramp has been good and Pendlebury has
 2 95 been exceptional and was so and from the start.
 I have worked with them on several projects and they have been okay but recently
 2 105 they seem to have had a large staff turnover.
 2 87 It depends on who the person who is assisting is.
 2 88 It has been very helpful to us.
 2 90 It is a good program.
 2 106 It works in some cases.
 Not super positive as some of the people who have been sent to us that the
 placement people are not that practical on what our needs are. As a result, when
 we hired a person they did not see what was really required in the work place to
 2 72 properly support them.
 Overall very good and I am actually going through some associates now to get the
 paper work done. There is a lot of time spent in terms of things, insurance
 2 98 approval and verification. Communication and follow up are not the best.
 2 100 Place people in jobs and do training.
 2 71 They are a good service and help out a lot.
 2 111 They are a professional group that does a good job.
 2 104 They are doing a fairly good job.
 2 92 They are fairly positive
 2 101 They do a good job.

- 2 103 They do a good job and an good organization
- 2 96 They do a good job of placing folks.
- 2 76 They do a very good job.
- 2 107 They have been pretty good. In dealing with them they have always been there
when needed and have done a good job.
- 2 91 They help out whenever they can and they have helped me personally and
professionally.
- 2 83 Very good, they are proactive, informative and helpful

Q03

Based on what you know or may have heard, what types of services are provided by the Vermont Division of Vocational Rehabilitation?

1 SPECIFY

- 1 224 Adjustment of workers, finding work for people w/disabilities.
- 1 240 As far as I know it's retraining people to get into other occupations
- 1 254 Assist to get into a job
- 1 41 Assist with jobs
- 1 54 Assisting getting people back to work
- At our location we have people come in and they service my coolers and they
- 1 159 come a couple days a week ... 2 hrs a day and they do a very good job
- Basically from what I've heard it's there's individuals with different reasons why they are having a hard time getting back into the workforce whether it's an injury or a life experience change and voc rehab assists them in getting them back to work either in their previous occupation or something that is different after whatever life
- 1 191 experience changed what they could do
- Basically training to help job placement when they need to get out and have a place
- 1 51 to go to.
- 1 9 Client assisting back into workforce
- Currently we're working with a student and I've been, they're instrumental in bringing him in, their transitioning him in, they're supervising him, they're accessible to us with the information we need in order to bring him on board so it's
- 1 32 all going very well.
- 1 153 Dealing with low income or people with challenges.
- 1 205 Disabled job placement.
- 1 174 Don't they do a program where they retrain for different jobs. P
- 1 23 You place people that would otherwise have trouble finding a job?
- 1 85 Employment for clients.
- 1 115 Find employment for people with disabilities.
- For basically children and vets and all that isn't it? Or am I thinking of something
- 1 19 else.
- 1 4 For people who would like to be active in the workforce and get training.
- From what I understand general labor type positions. I'm assuming some skilled
- 1 90 labor but I'm unsure exactly what.
- 1 185 Get people jobs.
- 1 248 Getting people back to work.
- Getting people back to work after an injury. Getting people with disabilities jobs
- 1 247 and help with jobs..
- 1 119 Getting people into the work field.

1 8 Handicapped people get employment through them and they provide support for
 1 8 them as well.
 1 101 Have hired some mentally handicapped folks.
 1 73 Heard of people coming into the work force.
 1 166 Help folks get back to work, try to find jobs for those who are disabled.
 1 207 Help people look for jobs, do resumes.
 1 6 Help place mentally and disabled.
 1 142 Help provide services to people especially job seekers.
 1 158 Help with training and finding jobs.
 Helping disabled adults obtain training and education to work or volunteer in the
 1 76 communities.
 1 237 Helping patients with obtaining funding.
 1 202 Helping people get reestablished.
 1 46 Helping people to get back into the work force after an injury or a disability.
 Helping to find people with disabilities to find jobs and help them in the work field
 1 227 until they are all set.
 I assume its rehab for folks who have been injured during work but perhaps it's just
 1 78 laid off.
 1 194 I believe career counseling.
 I believe it's job training opportunities for people looking to get back into
 1 79 workplace.
 I believe its job placements for individuals with learning disabilities? And or
 1 74 physical disabilities
 1 48 I guess I know about job placement I about it really.
 I know they have placed people out of corrections. I know they do workforce
 development in helping people change jobs either from workman's comp or
 changing their life, also I've worked with them on their vocational job-putting,
 setting students out of high school, high school dropouts and students who have
 1 216 graduated high school but need a career.
 1 71 I presume training.
 I think what they do is for instance many years ago person on workers comp in just
 never cleared to return in capacity cleared to work in voc rehab helped evaluate and
 1 98 retrain for a new position new job of sorts.
 1 232 I would assume it provides for training in manufacturing jobs.
 1 107 I would assume it's job related, otherwise no idea.
 1 25 I would assume job training of some sort but I'm not sure.
 I would think some sort of job counseling and actual physical job training and
 possibly placement to use those skills – I'm thinking possibly used to get someone
 back into same job they had or prepare them for new jobs when they can't any
 1 44 longer do the job they were doing.
 1 128 Injured putting back into workplace.

1 122 It assists people in finding jobs. P
 1 40 It is job placement for individuals who have a disability.
 1 65 It is job training.
 1 95 It provides employment for handicapped persons.
 1 251 Job coaching and training with employers.
 1 186 Job coaching, helping people to get set up in a job.
 Job interviewing skills, retaining jobs, job shadowing, incentives given to
 1 105 employers
 1 228 Job matching individuals to job openings, training and support.
 1 35 Job placement.
 1 77 Job placement.
 1 15 Job placements for individuals with disabilities.
 1 221 Job retraining.
 1 160 Job skills, education. P
 1 233 Job training.
 Job training for people with disabilities and employer support to help integrate
 1 165 people with disabilities into the workplace.
 1 173 Job training is the only thing I can think of.
 1 28 Jobs.
 1 260 Jobs for disabled people.
 1 133 Jobs training support with disability.
 1 150 Maybe getting people with problems back into the workplace.
 Most important is training and working with individuals to get them back into the
 1 190 workforce.
 1 135 People that have severe physical challenges have come through here.
 1 116 People that are having trouble finding a job, due to their history, are helped.
 People who are unemployed with convictions or drug use which has kept them
 1 2 from getting employed.
 1 97 People with disability.
 1 130 Physical therapy? I'm not sure.
 1 26 Place people with disabilities.
 1 231 Placement activities. P
 1 83 Placement for jobs.
 Placement of folks, job training for folks who have had difficulty with the law
 1 118 trying to get back into the workforce.
 1 80 Placement of people who are challenged in some way and need a job.
 1 62 Providing jobs for disability.
 Refer folks to possible employers also provide references and background
 1 151 information which we might require.
 1 49 Retrained for jobs.
 1 20 Retraining for a different career

1 168 Retraining is the first thing I think of
 1 126 Retraining people in new careers
 1 218 Retraining when someone has been injured. Job placement for after the training.
 1 138 Service for handicapped folks can get work.
 1 222 Stewarding to a specific company
 1 117 Supply people with jobs.
 1 252 Testing, screening, tuition help, getting people back to work.
 They assist in finding folks employment or retrain them if they do not have the
 1 113 skills for such.
 They assist people with clothing for work, they provided me with tools for daily
 1 31 living.
 1 180 They basically re-educate people to do a different job.
 1 184 They bring them to do work in different community settings.
 1 167 They do job counseling for people with learning disabilities etc.
 They help individuals who have a hard time otherwise to gain employment on their
 1 261 own.
 1 104 They help train people to get employment.
 1 88 They retrain people to get back out in the workforce.
 They work with people with a variety of disabilities in order to help them become
 1 94 employed.
 To try and place people with challenges and helping people who are challenged
 with say a bad back, they offer one on one sessions to tell them where they can
 1 129 apply for a job.
 1 33 Training.
 1 203 Training.
 1 253 Training and job opportunities-help folks get restarted and on the job training.
 1 106 Training and some counseling.
 Training and vocational services and job coaching for people who are out of work
 1 266 or have lost their jobs and have disabilities or injury.
 Training for re-entry into a different type of job I believe when someone's injured
 1 177 or illness affects their job.
 1 36 Training for working in various kinds of employment.
 1 212 Training to folks as far as finding a job.
 1 29 Used to provide folks for us to hire.
 1 154 Vocational counseling and planning providing supports for work activity.
 Vocational training for newly disabled and returning vets. Help with job placement
 1 201 and training.
 1 241 Vocational training, education, apprenticeships.
 1 175 Work to help people with disabilities and injuries and helping them find a job.
 Place handicapped workers and for folks who have need for employment-vocation
 1 271 job training and rehabilitation due to various circumstances.
 1 274 Training and helping folks get different jobs skills to fit into a different line of

work.

1 277 Offer candidates who are looking to improve their work history and to get a chance
to work at our hospital.

1 278 Placing folks in work and folks on worker's comp and not able to return to their
previous position.

1 279 To provide folks with needs to get training in jobs that they could succeed at.

2 1 Provide jobs for people with disabilities

2 2 training 1-on-1 guidance when placing someone at a job; that's that kind of things
I've heard

2 3 I know that I've worked with trying to help either handicapped or it could be
physically disabled or some kind of disability whether it's coming out of prison or
whatever, and they've helped, I know I've interviewed with people that have been
brought to me by ...one of the people.

2 5 As far as I know you secure employment for the disabled community at appropriate
jobsites; trainings; those kinds of things.

2 6 From my understanding they can do some job shadowing. I think its pre-
employment training they do some partial placement where part of the salary is
picked up by them part of the salary is picked up by the potential employer... so the
job placement, training... there's an opportunity that's a little bit beyond shadowing
kind of like where you allow them to come to work and provide them a mentor
experience or a mentorship so those are some of the things that I'm familiar with.

2 7 I believe they help train and sponsor if you will, disabled people to come into the
workforce.

2 8 Helping people get jobs, trying to place folks in jobs.

2 9 Placement, training, and helping folks get jobs.

2 10 Training, job placement, coaches will come in to work with the new hires, they also
come in and follow up to insure that the employer is satisfied.

2 11 Training for disabled people, provide support for workers trying to get jobs, etc. I
do not know anything more.

2 12 Training and job placement and the attempts to get folks back into the workforce in
whatever capacity they will fit.

2 14 Help folks with disabilities get jobs and retraining them along with finding them
employers.

2 15 Training and place employees and they have a train to work program in which they
assume accessibility and cost for the individual worker to test drive a job. They
will do all they can to insure that it is a good fit and any concerns are met by the
employer.

2 16 Job training is done and they help people find jobs and to make sure that the
institutions are compliant in terms of accessibility and that people have access to
them.

2 17 They train people for and support for positions that come in. Assistance with
salary with training periods.

2 18 Helping people get jobs. Probe. Placement.

- 2 20 Job placement and training or retraining.
- 2 21 Injury or accident employees that need retraining or a career path
- 2 22 Assistance for transportation and money for medical and job placement
- 2 23 Helping to put people to work.
- 2 28 Try to place people in jobs.
- 2 30 Job training and job placement
- 2 31 They do training and identify an employee prospect and supply good folks.
Job placement and get training and get people employed who might otherwise not
- 2 32 be able to get jobs.
- 2 33 Training and job placement.
- 2 34 Job training and job coaches.
- 2 35 Job coaching is the only thing I know about and finding jobs for people.
- 2 36 Job training and placement.
- 2 37 Job training and placement.
- 2 38 Training and job placement
- 2 39 Job placement in businesses.
- 2 40 Training and placement and get folks into the workplace.
- 2 41 Training and initial contact and support services once a person is employed.
- 2 42 Help with folks with disabilities find employment.
Placements and training for people who are trying to find suitable work. They
- 2 43 assist in getting people settled into the work force.
- 2 44 Training and job placement.
- 2 45 Training for employment.
Retraining for folks who have lost their jobs. A way to get people back into the
- 2 46 work place.
Placement of employees who may be disabled from birth or from an illness or
accident. Recruitment, shadowing and helping to support employees once they are
- 2 48 placed.
- 2 49 Training and job placement.
Finding jobs for people and coaching them in the job to make sure they can work
- 2 50 there on a permanent basis. Paying a part of their wages for a time.
- 2 51 Training and job placement.
Job training and placement, on the job assistance, job readiness issues and
- 2 53 problems, testing and assessment.
Job training and placement and they do good supervision on interviews and when
- 2 54 issues arise they have been available. They also do mediation.
- 2 55 Job training and placement
- 2 56 Training and job placement, job coaching as well.
- 2 57 Job training, employment, education and other assistance.
- 2 58 Job training and placement. Getting people back into the workplace.
- 2 59 Placement and some employer services for accommodations.
- 2 60 Training and job placement.
- 2 61 Training, subsidy of wages, job placement.

2 64 Training-job placement for productive workers to have jobs.
 2 65 Training, job placement and get folks to or back to work
 2 66 Training and placement.
 Assessments, on the job training, help to folks with corrections and addictions. Job
 2 85 training and placement.
 2 87 Assistance and job performance.
 2 91 Grants to fix computers and they have sent me some applicants.
 2 71 Help people get jobs and get trained.
 Help with transition to adulthood, resource to families, accessing other adult
 2 80 services, post secondary support.
 Helping people with disabilities get training, work and stay at work. They work
 2 99 with employers to make work places more adaptable.
 Job coaching and training-direct services to clients and also a lot of support in the
 community in an attempt to get people connected to business or to get a match that
 2 110 will allow them to work in the community.
 2 78 Job placement
 2 96 Job placement and training and get people in to jobs.
 2 106 Job placement and training for folks with limited capabilities.
 2 72 Job placement and training.
 Job placement and training. They try to make the correct placement matched to the
 2 98 right job and the training that goes with it. They also pay a stipend as well.
 2 76 Job placement.
 2 111 Job placement.
 Job training and placement-some counseling and individualized to the needs of the
 2 89 client.
 2 88 Job training on the job, placement, uniform required they help with that as well.
 2 83 Job training, placement, assessments.
 Multiple and varied, have even purchased a car for someone, they do training and
 job placement. They cooperate with Vabir and Vermont Associates in doing a
 2 95 number of things over the years. They even housed us for a year.
 2 74 My impression is that they provide training and short term job placement.
 Placement of disabled workers and hired some workers from them and they do job
 2 105 training.
 Retraining and employment, job searching for employment and other educational
 2 86 resources. Computers for searches for job searches.
 Support kids with disabilities and to learn job skills to be able to do them in the
 2 94 workplace.
 They are working with people who have various obstacles to gaining employment.
 They are assessing these individuals and provide some counseling and help them
 2 108 locate employment.
 2 101 They contact us about placement of people and they do training as well.
 They try to place people in jobs to build job skills and it helps the place they are
 2 100 working.

- 2 103 Training and employment placement.
- 2 73 Training and job placement
Training and job placement and on the job training for those looking for job
experience, they are also there to supplement wages to encourage employers to take
- 2 68 on workers.
- 2 92 Training and job placement.
- 2 77 Training and job placement. They are good at answering questions.
Training, job placement to get back into with some as volunteers, worked with
folks who have interviewed and then been hired and the team has been there to
- 2 107 support the effort.
- 2 104 Transporting people to job related activities.
- 2 90 Try to get folks placed into job that helps them improve

Q04

In general, would you say your image of the Vermont Division of Vocational Rehabilitation is...

(READ RESPONSES)

ASK: WHY IS THAT

1 Very Positive (SPECIFY)

2 Somewhat Positive (SPECIFY)

4 Somewhat Negative (SPECIFY)

5 Very Negative (SPECIFY)

- 1 248 All interactions have been good.
- 1 237 Based on the past relationship
- 1 23 Because I help people find jobs that would have trouble otherwise.
- 1 115 Because its a great way for them to get out and work within the community.
- 1 74 Because I don't know enough to say - not familiar enough.
- 1 88 Because sometimes it works sometimes it doesn't.
- 1 58 Because again, I'm familiar with them. I don't know all of the things they do.
- 1 130 Cause I guess I've heard good things about it.
- 1 83 Everyone has been aware of the resources available.
Everyone we've dealt with there has been very pleasant and helpful and positive
- 1 32 and supportive.
- 1 203 Excellent.
- 1 128 Follow through.
- 1 77 Good program.
- 1 205 Great idea.
- 1 9 Great reputation.
- 1 160 I don't know that much about it
- 1 158 I don't know very much about it.
- 1 105 I have known people who have been helped through that program.
I have not had much contact but with what I have experienced it has been very
- 1 227 professional.
- 1 185 I have used them and they are great.
- 1 174 I haven't heard anything negative.
I know a few people who took some training courses and they claimed that it was
- 1 223 helpful.
- 1 62 I know they help people.
- 1 116 I think it's an assistance program for people who require assistance.
I'm unsure if it's this department or someone else I've worked with over years,
they call me, very professional. I haven't been able to help him out too much but
- 1 79 what I can do, I try to do for him

1 167 I think sometimes they feel a little bit of pressure trying to place people.
I think they are reaching out to one community and trying to match them with
1 201 another community.
I think they do good work and they're honest about their clients. They are very
1 251 easy to work with.
1 228 I think they have adapted to more appropriate responses to the business needs.
I think they provide a good service for individuals and employers also I think it
1 98 can really help an individual out.
1 133 I worked with VR.
1 76 I'm very limited experience or hearings and all of it's been decent feedback.
1 6 It could benefit the community and the individuals.
1 222 It helps people fit into society.
1 218 It is a good service you provide.
1 186 It is a program that works.
1 241 It works for the business and the people who learn a lot of skills
1 80 It's a good program
1 129 It's a tough job, they try hard. P
1 231 It's worked out ok for our company.
1 142 I've actually worked with some of their clients and had a great experience.
1 117 I've had a lot of response from applying on it.
I've had some dealings with them in the past i was a manager at a manufacturing
1 165 facility and we worked with VR to hire some people they were very helpful.
1 207 I've heard a lot of people have gone there and received job placement.
1 191 I've never, we've never really used them.
1 90 Just because I think I'm a believer in doing good for the people in need.
1 4 Just from what I hear and read, it's been quite successful.
1 188 Just from what I've heard.
1 118 Just good workers have come to us.
1 240 Just in the few things that I have read about in the newspaper.
1 26 Just the person who was assigned to check in with us was great.
1 108 Never heard anything bad about them.
1 113 Not fully familiar with all that they do hence my somewhat ranking.
1 40 Offers a service that is much needed in the community.
1 135 People out there are caring and concerned.
1 41 Seen successes.
1 252 The contacts I have had have always been positive.
The experience we've had, CAP workers for I believe 5 years now and everything
about them has been very positive and makes you feel good inside that you're
1 159 helping somebody with a chance to get forward in life.
1 112 The people are very enjoyable, and love to help.
1 249 There are some good programs in the high schools and elsewhere in the state.

1 253 They are doing a good job in getting people going and holding a light on for them
 1 266 giving hope to these people.
 1 266 They do a good job in all of my experiences with them.
 1 190 They do a great job and it is not easy.
 1 94 They do a really good job with the population they work with.
 They do good work for employers. These are people who would not have jobs
 1 8 otherwise.
 1 154 They have always been very accommodating.
 1 85 Voc Rehab is a needed service and benefits the clients and businesses.
 1 97 Voc Rehab helps with a lot of difficult situations
 1 224 We have had very good luck when using your services.
 Well as one of the other questions is, you know we have two clients that come
 here to use our pool and we bill them invoice them and they're prompt to get their
 1 262 payment right to us.
 1 138 What they are trying to do is good.
 Where I go to a gym, I overhear people who are familiar say that they have a high
 1 153 turnover, I don't know if it is Voc Rehab staff or clients.
 You have to make sure the history of an employee is good, if you want to have a
 1 27 good image with your clients.
 1 122 You're helping people find jobs.
 1 270 Because they help the veterans.
 1 274 They do a good job.
 The people we have had has worked out well and there was a good connection
 1 277 between my staff and the department.
 Well my encounters with your staff have always been professional and as i said I
 2 5 believe you do a commendable job.
 2 6 I've not had anything less than a positive interaction or experience with them
 They do a good job and in my experience they handle clients well and work well
 2 10 with us as well.
 2 14 I think they provide an important service to people need them.
 They have placed individuals from them in our company through their efforts and
 2 15 they have done a great job.
 2 16 They do a good job.
 The people that I have worked with and the way that people explain their
 2 17 programs. They are a very dedicated group.
 2 18 It is a positive program and have had good experiences.
 2 20 They do a good job.
 2 21 It is a great service. I have seen the results and they are positive.
 2 22 A positive help to the community
 2 23 They always send us people that are willing to work
 2 28 Voc rehab staff ask the right questions, prepared, helpful.

2 31 The counselors I have dealt with have been extremely polite and are all for their
 clients and come into the business and check things out.
 2 33 In the past it was very negative but recently it is very positive due to the staff there
 which is new and they are quite workable and service oriented.
 2 35 Everyone is very friendly and helpful in my experience.
 We have had good luck with the people who have been sent to us and they have
 worked out and are hard working and dedicated employees. They have integrated
 2 43 themselves well with our staff.
 My dealings with the agency have been good and even if the placement does not
 2 45 work out the relationship is still good.
 2 48 They do good work and the care and respect that Voc Rehab have for their clients.
 The people we work with are good and we have never had an issue with them.
 They do a good job of checking on them in the workplace and how they are
 2 49 getting along.
 The people who come in and if it does not work out there is no pressure to
 2 50 continue it. They make it easy for the employer to get started in the program.
 2 53 My contacts there have been good and they do a good job of follow through.
 I do not think that people who go there have to but they do help people get back
 2 58 into the workforce.
 2 59 The image and what I hear in the community and this has been all positive.
 2 60 The seminars they hold and the people who run the program are very good.
 I haven't had a lot of interaction, so I can't say very much, but I know I've been
 2 2 approached so I know they're out there trying.
 Because I've been to a symposium that they've put on and listened to what they're
 trying to do and then, I know they have good intentions, and they're working hard
 2 3 to help both employers and employees
 2 4 Anything that's helping people.
 2 7 It's a good thing right? They're trying to do a good thing anyway.
 2 9 They seem to be doing a good job.
 Again, because they fill a need to get folks retrained and into the workplace. VR
 2 12 makes an honest effort to accomplish their goals.
 2 19 The work you do with people is great.
 2 30 It is a good organization.
 2 32 They do a good job getting folks trained and into the workforce.
 2 34 They have been easy and well served in terms of services provided.
 2 37 They seem to do a good job with job placement.
 2 38 They do a good job.
 The applicants' come through the door and some of them do not care but others
 2 39 do.
 2 41 All my contacts with them have been very positive.
 2 42 Their staff are friendly and helpful.
 2 44 They do a good job in what they do.
 2 51 They do a good job and it is a good thing getting people into the work place.

2 54 They are available and try hard to get people into working positions and they are
 2 55 there to try to help the person succeed. They are very good at communications.
 2 56 They are a good service but you need to work with what you have got.
 2 64 It reaches out to the community and it gets us involved.
 2 64 They are trying to help folks who need jobs.
 I would like to see more possibilities of sending me someone to try out. Our work
 is quite difficult for folks with limitations and quite demanding. We are open to
 2 65 hire anyone who can do the job.
 2 88 Any help that I have needed I have received.
 2 85 Because they are the one agency that I call and they always call me back.
 Had one bad experience with one staff member but they were aware of it and took
 2 80 care of it in a very professional manner.
 I could see that if we had an ongoing need where someone could come in and job
 shadow or short term burst would be a better fit. We had a need for a temporary
 person which was to grow to long term. Staff developed a compassion for the
 2 74 person but he did not fit and it was difficult to transition him out.
 I interact with the people who seek employment for their clients and I know some
 2 99 of the clients who have been well served.
 2 100 I like what I have seen and like what I have seen.
 2 108 It has to do with who I am working with some are more responsive than others.
 2 90 It is an excellent program for workers and employers.
 2 98 It is not fair to pay someone \$20 an hour for a couple of days of job training.
 One of the people there was my college professor and he has kept me in the loop
 on several jobs and now I have a production company and would entertain
 2 91 employing some one.
 2 107 Overall they do good services and are great to deal with.
 2 86 The contacts I have had are good.
 The people there are good but more attention to detail and better follow up taken
 on the people in the work place and those assisting them. Making sure that the
 employee is learning to the full potential. It is a matter of emphasis of the care
 2 87 provider.
 They are a very professional operation and any problems are dealt with
 2 68 immediately.
 2 78 They are trying to help people out and that is good for the community.
 They are trying to provide a beneficial service for people who are trying to seek
 2 111 and get employment and help their families as well.
 They did a good job of coming in checking us out and also following up on how
 2 96 the placement went.
 2 103 They do a good job and the people are great.
 2 89 They do a good job.
 2 76 They do good work.
 2 83 They have always been friendly and helpful.

- 2 104 They have had some personnel changes recently due to retirements and they have
not been quite as professional as we would like.
- 2 72 They were not that good at supporting the workers they placed with us.

Q06

In general, what are your impressions of VABIR?

1 SPECIFY

- 1 46 A great program and I wish we could use that more
A little bit unclear about their – where they fit in between their line and voc rehab,
1 165 the department of vocational rehab.
1 90 Again I think they're trying to do a good thing.
1 191 Again, that it's a good program.
1 97 One of our folks don't fit in their slot.
Been impressed with them and attended one of their seminars which was my first
1 113 introduction to them.
I know that we've used them in the past to do some new product development and
1 221 things of that nature.
I think that they are valuable and I believe that they have a difficult role to play but
1 228 they are affective.
1 94 I think they also do a very fine job.
1 233 I wonder if the people they help actually become independent?
1 240 I would say they're positive
1 206 Limited
1 44 Neutral
1 61 Neutral
1 203 Positive
1 229 Positive
1 167 They are a good group they work well with the Voc Rehab folks.
1 201 They are good.
1 194 They have more name recognition and more presence in media.
1 135 Very good. P
1 231 Very positive.
1 251 Very positive.
1 9 Very strong advocates to the population they serve.
I have been very impressed with the annual meetings they provide and they give us
1 278 very useful information.
2 6 Very positive
They do a good job of placing folks in jobs. I get along great with I staff. They do
2 8 a good job in trying to help everyone.
2 10 Favorable and I have dealt with them for many years and they do a good job.
A work in progress and we are trying to find what services we can get and provide.
Staff have been good in terms of working with them. Need some more discussion
2 80 on charges for classroom experiences and they need to provide a group rate.

2 37 Excellent and the staff are terrific. Activities in the community is terrific.
 2 89 Fair
 2 51 Generally positive.
 2 79 Good job and the people we have from them are doing good work.
 2 31 Good people work there.
 2 11 Good strong advocates for disabled workers.
 2 106 I like what they do.
 2 59 Positive and it has been awhile since we have worked with them.
 2 45 Positive and they do a good job.
 2 Positively impressed with the two people (Garrison) who have come out to look at
 2 97 our site. They are very professional and committed to the field they are in.
 2 56 Pretty good, nothing specific.
 2 34 Quite good.
 2 81 They are a good service.
 2 65 They are good.
 2 43 They are good at what they do.
 2 68 They are very good as well.
 2 They do a good job and the employee they recommended to me is awesome and
 2 67 she still works here.
 2 14 They do a good job in getting folks jobs.
 2 39 They do a good job.
 2 71 They do a pretty good job.
 2 48 They do good work and place folks well.
 2 88 They have been excellent to work with.
 2 They have lots of turnover at present they are trying to do a good thing but seem to
 2 105 be in transition.
 2 76 They place people well.
 2 They seem good and I was impressed with the person with whom I met. She
 2 represented the agency and one individual and the fit was not good but she kept the
 2 74 door open and was a good advocate.
 2 They work hard for their people for good employment. They have a positive
 2 99 attitude and they have success at what they do for their clients.
 2 20 Very good
 2 33 Very good since working with Nancy Lacroix
 2 17 Very good.
 2 21 Very positive. P
 2 Very professional staff. On the ball. We have a terrific partnership with them and
 2 28 looking forward to more.
 2 50 We have been happy with it for the most part.

Q07

Based on what you know or may have heard, what types of services are provided by VABIR?

1 SPECIFY

- 1 113 Assistance to find employment for those who have been laid off.
- 1 228 Awareness and education for employers. Job and skill development and placement.
Comparable to what VR provides. Services for dislocated workers or workers who
- 1 40 have a disability of some sort.
- 1 233 Counseling and help with housing.
- 1 129 Helping local professional businesses, I'm not sure they are still in business.
- 1 46 Professional people to find employment that have some type of disability
- I think that they're similar, basically from what I've heard it's there's individuals with different reasons why they are having a hard time getting back into the workforce whether it's an injury or a life experience change and Voc Rehab assists them in getting them back to work either in their previous occupation or something
- 1 191 that is different after whatever life experience changed what they could do.
- I thought it was pretty much the same thing, that they were pretty much working to
- 1 240 find jobs in a changing economy
- Job counseling, preparations for people trying to find jobs and training with
- 1 167 employers.
- 1 231 Job placement
- 1 206 Limited
- My understanding is they provide the same services that Voc Rehab does, so
- 1 165 placement of people with disabilities and employer support.
- 1 9 Pacing people back into the workforce.
- 1 251 People who need a higher level of assistance.
- 1 219 Place disabled folks with employment.
- 1 203 Placement for disabled.
- 1 15 Similar types of services.
- 1 97 Small business people with disabilities.
- 1 201 They do screening for autism and help with multiple sclerosis.
- 1 135 They provide services for people who are dysfunctional.
- 1 94 They work to find both paid and unpaid jobs for Voc Rehab clients.
- 1 80 Trying to place people in jobs.
- 1 276 Job placement services
- A lot of the same as Voc Rehab. They offer on site professional services which is
- 2 68 very helpful.

Again they do job placement they do a lot of employer training they do train of the individual for placement they work on different types of grants and programs really looking to get people who have some disabilities into the workforce it's not limited to just people who might have been injured from a previous occupation it could just be folks with disabilities in general and really the focus is maximizing their talents

2 6 Assist in placement of people who have a variety of personal challenges so they

2 97 work across the spectrum of disabilities.

2 45 Employment.

How they work with their people looking for work. A very professional group that provides job hunting experiences and creates programs for businesses in the area

2 17 and run excellent meetings.

2 56 Job coaching, transition and placement.

2 76 Job placement.

2 81 Job placement and employee training.

Job placement, resume and writing skills, work with folks on a one to one basis and

2 105 try to get people jobs and placed in such.

Job placement, training, job search, job coaching and supportive services, adaptive

2 79 equipment.

2 20 Job retraining and assistance

2 21 Job retraining. Probe. Giving the employer the tools needed to help the employee.

2 51 Job support in the work place.

2 34 Job training and job placement.

2 37 Job training and placement that linkages to match workers to employers.

Job training and placement. They have done some computer equipment

2 33 adaptations.

Job training, placement and on the job assistance along with support for uniforms if

2 88 needed.

2 89 Outreach to employers.

2 28 Reentry employment. Probe. Trying to put convicted felons to work.

2 8 Same as Voc Rehab. Try to get some people to volunteer.

2 39 Slow learning adults come to us for work options.

2 9 They did some alteration of farm equipment for one of our farmers.

2 31 They do job training and placement

2 14 They do training and find employers for disabled.

2 43 They have been positive and do good placements.

2 71 They help people get into jobs.

They try to help clients to get a job in the area and a good paying job and do good

2 10 follow up in terms of any additional training needed.

2 106 To get people with professional and mental challenges to get them employable.

2 50 Training and assisting people to find jobs.

2 74 Training and job placement and advocacy for individual clients.

2 67 Training and placement and help disabled to get jobs.

2 48 Training, job coaching and shadowing in the work place.

- 2 80 Work opportunities, job skills, teaching soft skills to make kids employable.
Works with hard to place people and they work with employers to encourage their
2 99 placement.

Q08

In general, would you say your image of VABIR is...
(READ RESPONSES)

ASK: WHY IS THAT

1 Very Positive (SPECIFY)

2 Somewhat Positive (SPECIFY)

4 Somewhat Negative (SPECIFY)

5 Very Negative (SPECIFY)

- 1 191 Again based on limited experience
- 1 27 Anybody who has a questionable history give you pause for hiring
- 1 203 Excellent
- 1 9 For getting people back into workforce.
- 1 251 I think they are serving people who need help finding work that fits them.
- 1 167 I think we have had inconsistency with job placement counselors.
Just for the same reason as my other one I support groups that are doing good for
- 1 90 mankind
- 1 240 Just from what I've heard and read I've had no direct experience
- 1 229 Just my impression!
- 1 219 Just sounds like it's a good organization.
- 1 113 My contact at the seminar makes me feel very good at what they do.
- 1 40 Not familiar with the services.
- 1 94 They also do a very good job.
- 1 135 They are attempting to help people back to work
- 1 228 They are visible, knowledgeable and professional.
- 1 154 They seem to go to the important meetings and give important information.
- 1 80 This is a group trying to help people stay in the work force
- 1 201 Trying to adapt people into the work force.
- 1 231 We have just had a good relationship with them
- 2 74 A good interpersonal interaction with a representative of VABIR.
- 2 21 A great service. Probe
Again you know I don't hold that position anymore my but my 1st experience with
VABIR was back when [Karen Beller?] Was running was the head of the program
and I've held her in good esteem and I kind of followed thru with my interactions
- 2 6 with VABIR since she's moved on.
Employees they have are terrific. The service they provide is a sole source
contractor entity which has inhibited with other social service agencies. This does
- 2 89 not reflect in any way on the employees at VABIR who have been terrific.
- 2 31 Good staff there and they work hard to help us place people..

2 10 Having dealt with them for over 20 years they are most active in the community and serve their clients well.

2 80 I have been very pleased with the services they have provided us. Cindy does a good job on getting to know students relating to their needs and the kids have a lot more by in than a group we used to work with.

2 99 I know that one of their reps works with social security which is a crucial for peoples financial life.

2 33 I seem to be working closer with them and they are offering to do more than before. They do send me a lot of people for me to work with which they should finance at their level.

2 51 My experience with them has been okay.

2 43 Person at VABIR has been good in learning our business and atmosphere and job requirements and standards. This has been a very positive thing in terms of placement. She asks great questions and was very thorough.

2 37 Quality of staff and visibility within the community and they provide excellent services.

2 56 Some of the folks in their office are very positive about what they do and helping out when we might need them.

2 106 The caliber of the work staff comes out to us and visits which tries to find out what kind of jobs they could do.

2 17 The fact that I participate in their meetings.

2 88 The outreach of support has been excellent.

2 68 They are very good with the rapport with businesses. If they do not have the answer to a query they get back to you.

2 34 They do a good job for the most part.

2 48 They do a good job in what they do.

2 76 They do a good job placing people.

2 20 They do a good job.

2 9 They do a pretty good job with what they are doing.

2 50 They have been easy to work with.

2 39 They need more support in training and in the work place and you do not have special education training and sometimes those folks lose jobs.

2 28 Very professional and easy to work with.

2 45 We have a good relationship with them in terms of our needs and what they can provide.

2 79 We have had a good experience with the employee we had.

Q15

Why is your company or business no longer working with VocRehab Vermont and/or VABIR?

1 SPECIFY (SPECIFY)

- 1 128 Communication problems.
- 1 185 Haven't had any openings.
- 1 46 Haven't heard back yet so assuming no candidates available.
- 1 117 No openings.
- 1 167 No openings at this time.
- 1 62 No people with that need.
- 1 72 No positions available.
- 1 168 One had surgery and left, plus we haven't had a need.
- 1 205 Reduced hours no vacancy.
We are a seasonal ski resort, so no additional workers are needed. I would like to meet with someone in the fall to get more information in regards to the services that you offer.
- 1 224
- 1 9 We don't have the positions and have limited number of office workers.
- 1 135 We have had a massive layoff.
Were a seasonal business and its just our slow season so we basically just have full time year round staff on right now with a small amount of seasonal employees.
- 1 191
- 1 277 We are still working with them.
- 1 279 We just have not had a fit in the recent period.
- 2 69 Downturn in economy and lack of jobs.
- 2 39 Downturn in the economy.
- 2 57 Economic times have prevented us in the last year.
- 2 97 Have not had any jobs due to the economic downturn.
- 2 66 Have not had candidates referred to us due in part to the economy.
It is the economy and they have come to us with a candidate for an opening we had available.
- 2 110
Lack of opportunity in terms of the economy and there has not been a match to our openings.
- 2 111
- 2 90 No jobs available.
- 2 61 No one has contacted me about their services.
- 2 3 Not hiring; downturn in economy; were laying people off
- 2 19 Not needed at this time.
To technically oriented business and need a lot of training to work in art mediums.
- 2 91
- 2 31 We are a placement agency and they let me know if they have a candidate.
- 2 73 We are interested but have had too few jobs to be able to use their services.

2 99 We are working with them in partnerships to serve their clients and to serve the community.

2 64 We have had no need and we did have folks in here with job shadowing-but we are very specific place with everyone doing everything and they did not fit that criteria.

2 72 We have not had a huge need and the economic downturn and I have found other ways that have produced employees that are more knowledgeable and of use to us. We hired a bookkeeper through Voc Rehab and it was trying to say the least and our business expanded several years ago and we had to get someone else who could handle the more challenging situation. The range of responsibilities in our business requires employees to handle a wide variety of tasks which seems to be beyond what people from Voc Rehab can do at least based on our prior experience.

2 104 We have not had any jobs available in the last year given the economy.

2 12 We have not had the need of late.

2 105 We have not heard from them recently and we do usually when they have candidates for us to consider. Also, we have not had that many jobs recently.

2 63 We hired a chap several years ago but have had no contact since then.

2 81 You are interested in working with them but nothing has happened up to this point. We have difficulty with placement in our work place.

Q23

Regardless of your experiences with the Vermont Division of Vocational Rehabilitation, are there (additional) needs that your company or business has that VT DVR could help meet

1 YES (SPECIFY)

- 1 154 Giving us info for people who file for disability.
- 1 135 Help us make a profit
- 1 57 Looking for more capacity for sign language
- 1 113 Make me three more people, I need to be cloned.
- 1 140 More business.
- 1 71 Need more customers! Don't think you can help me.
- 1 233 Some good volunteers.
To help find staffing that has impeccable honesty and testing for that honesty
- 1 241 issue.
- 1 216 Training.
- 1 44 Would need more info on services provided; pamphlets etc; who's eligible
- 1 281 Aging work force.
More training and any other resources they might have to reach out to us and other
- 2 37 institutions.
We are always interested in helping services in areas of helping families as we are
- 2 110 an early childhood center.

Q24

Next, I would like to ask you a few questions about your hiring process and past experiences with employees with disabilities. In general, how do you currently recruit for positions in your company or business?

7 Other (SPECIFY)

- 1 216 A sign in front of the building.
- 1 64 A sign in the window.
- 1 46 Agencies such as voc rehab etc.
- 1 104 AmeriCorps Assoc.
Candidate contacts supervisor in area of employment desired; supervisor screens
- 1 88 candidate and hires.
- 1 90 Craigslist
- 1 40 Dept of employment and training.
- 1 221 Dept of labor website; our own website.
- 1 131 Direct mailings.
- 1 79 Don't have to, get flooded with professional resumes every week
Don't recruit at all as I am the only employee at present. If things improve I will
- 1 2 add on.
- 1 111 Flooded with applications daily.
- 1 154 Follow state of Vermont procedures.
- 1 58 From the court administrator's office.
- 1 237 Haven't had to
- 1 130 Haven't had to; very small business; word of mouth I guess you'd say.
- 1 251 I don't.
- 1 158 In-house hiring system.
In-house job applications, and for the disability I've been working with Rutland
- 1 159 mental health.
- 1 5 Internet.
- 1 98 Internet sites; word of mouth
- 1 184 It's a family business, haven't hired anyone in over 15 years.
- 1 48 Jobsinv.com
- 1 78 Local publications; word of mouth; online services
More by word of mouth and we keep resumes on file. We do not need to advertise
- 1 13 for our positions.
- 1 25 Mostly word of mouth.
- 1 74 Mostly, it's word of mouth referral from a current employee.
- 1 65 N/A
- 1 32 Networking/word of mouth; professional publications.
- 1 187 Not currently recruiting.

1 210 Only one employee.
 1 250 Our website / word of mouth / walk-ins
 1 253 People come to us and word of mouth
 1 124 Post on school spring
 1 122 Referrals
 1 206 Referrals from other people that we work with in the business
 1 142 Referrals
 1 71 Sign on the door
 1 146 State Unemployment
 1 156 Unemployment office
 1 73 Vermont Department of Labor
 1 27 Vermont employment service
 1 165 VT dept of employment website; referrals/word of mouth from current employees
 1 232 Walk ins
 1 96 Walk ins, word of mouth
 1 194 Walk-in traffic
 1 47 Walk-ins
 1 197 Walk-ins
 1 179 Walk-ins or word of mouth
 1 67 We don't
 1 162 We don't
 1 132 We use a temp agency employees so do not do any hiring directly.
 1 112 We're strictly volunteer
 1 1 Word of mouth
 1 4 Word of mouth
 1 26 Word of mouth
 1 33 Word of mouth
 1 42 Word of mouth
 1 43 Word of mouth
 1 45 Word of mouth
 1 51 Word of mouth
 1 56 Word of mouth
 1 57 Word of mouth
 1 59 Word of mouth
 1 84 Word of mouth
 1 102 Word of mouth
 1 105 Word of mouth
 1 106 Word of mouth
 1 108 Word of mouth
 1 114 Word of mouth
 1 116 Word of mouth

1	126	Word of mouth
1	129	Word of mouth
1	135	Word of mouth
1	150	Word of mouth
1	152	Word of mouth
1	153	Word of mouth
1	157	Word of mouth
1	166	Word of mouth
1	168	Word of mouth
1	172	Word of mouth
1	174	Word of mouth
1	181	Word of mouth
1	180	Word of mouth
1	182	Word of mouth
1	188	Word of mouth
1	190	Word of mouth
1	193	Word of mouth
1	198	Word of mouth
1	201	Word of mouth
1	207	Word of mouth
1	212	Word of mouth
1	233	Word of mouth
1	234	Word of mouth
1	244	Word of mouth
1	243	Word of mouth
1	245	Word of mouth
1	246	Word of mouth
1	254	Word of mouth
1	258	Word of mouth
1	266	Word of mouth
1	240	Word of mouth / employment services
1	87	Word of mouth and face to face.
1	167	Word of mouth and special interest groups
1	38	Word of mouth for the most part.
1	262	Word of mouth or advertisement thru dept of employment and training
		Word of mouth would be the only way I would let folks know about what we do
1	8	or offer. My customers often say if you ever need help let me know.
1	53	Word of mouth, the office website
1	68	Word of mouth.
1	113	Word of mouth.
1	149	Word of mouth.

- 1 249 Word of mouth.
- 1 76 Word of mouth; internet classified sections
- 1 271 Sole prop do not hire.
- 1 278 Word of mouth
- 1 277 Word of mouth
- 1 279 Word of mouth
- 1 272 Word of mouth
- 1 273 Word of mouth
- 1 281 Word of mouth for the most part.
- 1 270 Word of mouth.
- 1 280 Word of mouth.
- 2 5 Advertise and thru dept of employment and training
- 2 3 Craigslist
- 2 6 Dept of labor
- 2 21 Dept of labor
- 2 4 Do not hire
- 2 107 List with Dept of Employment of Training, word of mouth
- 2 83 Mail to specific agencies in Burligton and the county and with the Dept. Of Labor.
- 2 92 No positions at present.
- 2 85 One person business.
- 2 66 Our own website
- 2 11 Signage on the road and friends and family referrals.
They as a social service agency do not hire but rather work with people who are
- 2 95 referred to them for assistance. Quite similar to Voc. Rehab.
- 2 7 Walk-ins
- 2 33 We go to a lot of community meetings.
- 2 14 We use temporary hiring services.
- 2 48 We usually recruit through a staffing agency or Vabir.
- 2 9 We work with New Hampshire agencies as well.
- 2 18 Website
- 2 105 Word mouth
- 2 12 Word of mouth
- 2 15 Word of mouth
- 2 19 Word of mouth
- 2 20 Word of mouth
- 2 25 Word of mouth
- 2 29 Word of mouth
- 2 30 Word of mouth
- 2 31 Word of mouth
- 2 32 Word of mouth
- 2 39 Word of mouth
- 2 41 Word of mouth
- 2 43 Word of mouth

2	44	Word of mouth
2	51	Word of mouth
2	52	Word of mouth
2	53	Word of mouth
2	56	Word of mouth
2	58	Word of mouth
2	60	Word of mouth
2	61	Word of mouth
2	63	Word of mouth
2	64	Word of mouth
2	69	Word of mouth
2	71	Word of mouth
2	74	Word of mouth
2	76	Word of mouth
2	78	Word of mouth
2	79	Word of mouth
2	81	Word of mouth
2	87	Word of mouth
2	88	Word of mouth
2	89	Word of mouth
2	90	Word of mouth
2	96	Word of mouth
2	97	Word of mouth
2	98	Word of mouth
2	101	Word of mouth
2	103	Word of mouth
2	106	Word of mouth
2	108	Word of mouth
2	111	Word of mouth
2	72	Word of mouth and drop in traffic
2	10	Word of mouth and filing with Vt. Dept of Labor.
2	8	Word of mouth seems to be about the best.
2	55	Word of mouth which is the most reliable.
2	16	Word of mouth.
2	34	Word of mouth.
2	35	Word of mouth.
2	37	Word of mouth.
2	40	Word of mouth.
2	42	Word of mouth.
2	49	Word of mouth.
2	59	Word of mouth.
2	86	Word of mouth.
2	99	Word of mouth.

- 2 17 Word of mouth.,
- 2 2 Word of mouth; dept of labor
- 2 50 Word of mouth-through walk ins and we have not advertised in 10 years.

Q28

What do you see as the benefits of hiring a candidate with a disability?

1 SPECIFY

- 1 122 A certain loyalty that comes with that P
- 1 13 A positive experience to see folks make progress.
- 1 15 Adds to the diversity of our workforce
- 1 88 All depends on their disability, what their level of functioning if they're able to do the job that needs to be done.
- 1 94 Always best to hire the candidate with the best skills whether they are disabled or not.
- 1 248 Anyone that can perform would be useful.
- 1 65 As long as they can do the job it doesn't matter.
- 1 180 As long as they do their job correctly
- 1 90 At this point the advantage would be the services that these that your office and VABIR would provide to help with finances training and whatnot
- 1 228 Awareness, reliability, equality, and its good for the community.
- 1 38 Basically want to give someone a chance at employment options when we have them.
- 1 175 Being supportive and helping the community. Some people get overlooked and they may have the skills to do the job.
- 1 163 Beneficial to the employee and the employer if the needs were met.
- 1 126 Benefits for the community.
- 1 132 Bottom line if they can do a job they are fine. We have had success with them in the past.
- 1 52 Can always use workers.
- 1 190 Dedication to the task.
- 1 58 Depends on the person I suppose
- 1 84 Depends on what the disability was.
- 1 153 Diversify your workforce. P
- 1 23 Diversity.
- 1 205 Enrich the workplace.
- 1 168 For that persons well being. P We'd be doing him a good service.
- 1 152 General diversity.
- 1 184 Getting them back in the work force and making them feel good about themselves.
- 1 119 Give them a chance that others may not.
- 1 5 Give them an opportunity in the workforce.
- 1 75 Gives them a chance at employment.
- 1 253 Gives them some sense of dignity. They are most appreciative in having work. They are generally loyal and will do anything you ask of them. It is nice to have them here.

1 104 Giving them an opportunity.
 1 203 Good
 1 169 Hard workers and they do a good job.
 1 202 Helping people out P
 1 130 Helping them out?
 1 142 Helping somebody get a job
 1 1 Hoping they will be really dependable and want the job P
 1 246 I believe in giving everyone a chance
 1 61 I don't know if there is any benefit, hopefully they would be equal
 I don't know that I see any benefit other than we're always looking for a person
 1 221 who can do the job according to our standards.
 I don't think I would hire someone because they had a disability just like I don't
 think I would hire someone if they had a disability that wasn't going to affect what
 they did. So I would say people who hired for the skill required and if somebody
 1 240 has a disability and can still do the skills, they're a viable candidate.
 I guess it's really a situational, it would, based on the situation at hand. I think we
 have 1 person on staff right now that has a disability and he's been with us for I
 1 191 think over 35 years.
 I mean it's great, obviously, to get somebody with a different perspective on things
 to come into the club somebody with a different background; I know here our
 building is ADA accessible for everybody so it wouldn't really be an issue trying to
 get them in and around the building; some of the other locations they would have a
 1 250 problem with that I think
 1 26 I think it's important for all folks to have opportunities.
 I think it's positive interaction for everyone involved; everybody can learn from
 everybody else and everybody can contribute to the company so its beneficial to
 1 32 have a variety of people from a variety of skills involved.
 I think just the awareness of, I mean obviously it's good for the community to have
 everybody working as much as possible and participating in that level and I guess
 the awareness and the sensitivity that person could bring to clients we're serving
 with the same needs; and would make us more aware too of where if we need to
 1 44 accommodate for employees then where we need to accommodate for clients.
 I think people should have equal opportunity for employment. Depends on the job
 1 258 and job requirements.
 I think that for me it's about finding employees who can do the job. Giving them
 1 251 the opportunity.
 I would see that if their qualifications matched the requirements of the job that they
 1 194 would be a great match
 1 219 If the person could bring the skill set we needed.
 1 167 If they are a good fit for the organization
 1 80 If they can do the job I don't see that they are disabled as far as work is concerned.

1 If they can do the job super and if we have to supply any additional support that is
 1 118 fine.
 1 98 If they can do the job then it's a win win for both of us.
 1 137 If they can do the job, they can do the job.
 1 21 If they can work, they can work
 1 138 It is a part of our corporate responsibility.
 1 85 It provides a good role model for the children here,
 1 158 It teaches everyone empathy about of different life styles
 1 188 It would be a win win situation for both sides.
 1 259 It would be great to help someone out.
 1 195 It's a great help to the community and a wonderful thing.
 1 14 Its beneficial for them.
 1 39 It's more about a win win situation.
 1 96 It's nice that they can work and do their part.
 The disability doesn't seem to be much of an issue if they can bring to the job what
 1 48 anybody else can.
 1 124 Job readiness is the key.
 1 150 Just doing my social good
 1 173 Just hiring a qualified person, doesn't matter whether they have a disability or not.
 Keeping a diverse work place, it has a positive value to model for others. We often
 1 249 use students who intern with us, some have worked out and others have not.
 Like anything if they fit the job it doesn't matter if they are or not if they can do it
 1 51 that's fine.
 Most for employees; very physical; job; typical people with disabilities aren't able
 1 25 to install flooring.
 1 170 Motivation
 1 106 No different than anyone else. A lot of them show more gratitude.
 1 233 Often they're extremely reliable and loyal.
 Oftentimes they may have better motivation succeed - to work hard and to do well
 1 165 at the job.
 People that feel they may have a more difficult time getting hired (in my
 experience) seem to be more anxious to do a better job and keep on doing a better
 1 227 job.
 1 211 Probably motivation
 1 47 Reliability
 1 101 Reliability and they seem to be more grateful.
 1 6 See it as a benefit to the individual and also see it as a benefit to the community
 1 262 Self esteem, I would think?
 1 185 Sometimes they work out great
 1 208 Teaching other employees how lucky they are

The benefit would be having that person -- the benefit would be diversity in our company and for that person if possible - good position - again because of our - because we're a building company and we hire - 90% of what we hire is carpenter, 99% of we have hired are carpenters. I think it could potentially be tricky hiring a carpenter with a disability I just never heard of it, certainly open to it.

1 187 The benefits are more for the person being hired, the way they feel about themselves.

1 155

1 198 The experience they would bring to the table. P

The fact we show we're open to all people, we respect and have a heart as a company to all people.

1 222

1 59 The incentives to hire someone like that

1 159 The ones I have come with a coach and they perform the task to my expectations.

Their motivation is very high. Also the aging population is a help to us: they are on a fixed income and can only work a certain amount of hours so working seasonal is great for them and they like having the summer off. Also they are a great asset as they are a great addition for our clients.

1 224

They are no different than any other employee. I have found them to be a bit more motivated.

1 113

1 252 They bring as much to the business as the next person.

1 77 They can amount to something in their life.

1 135 They come to work.

1 245 They do a good job and it helps a public image.

1 97 They fulfill the employment need.

1 111 They provide good work

1 244 They seem to want to really excel and go above and beyond.

1 166 They tend to be good workers

1 73 They tend to work very very hard.

1 108 They turn out to be very good workers.

1 49 They want to work.

1 43 They work harder.

1 116 They would be very dedicated and committed to the position, loyal.

1 206 They would have to be the same as everyone else here on time knowledgeable.

1 134 They would need to be highly motivated.

1 178 They're good employees.

1 112 They're more eager to learn and work.

1 117 They're very conscientious.

1 115 To show that we are an equal opportunity employer.

1 103 To teach kids how to deal with different people and be empathetic

1 154 Understanding the claims we receive.

1 71 Usually they're long term employment.

1 83 We have different skill sets and the disabled can do a good job

1 76 Well I believe that everyone has a place in the world; if I have that place for somebody then that makes me feel successful

1 19 Well... The one we have here we go through mental health; it gives them some money in their pockets and it gives them a little responsibility.

1 4 We're equal opportunity here and certainly would hire someone with a disability if they could handle the job

1 144 Would be a good benefit

1 272 If they fit the criteria it would be fine. Would be interested in someone with a disability who is retired or older.

1 278 It is a good diversity tool and it is important as a state organization to support disable workers in the work place.

1 277 Perceived as normal candidates.

1 271 They are highly motivated and dedicated.

1 281 They get trained like everyone else so we have them doing the work that we need done.

1 279 To give everyone a fair chance at equal opportunities.

2 25 A good demonstration of good faith and non-prejudice.

2 16 A key benefit is creating more diversity in the work place and having that person be a model for success.

2 29 An educational opportunity for existing staff.

2 64 Depends on the disability and we have a lot of lifting here which is a liability. We have had drivers with disabilities and others.

2 1 Diversity.

2 17 Diversity is a big plus.

2 37 Equal opportunity and providing a job for qualified candidates. We are looking for people who can grow on the job.

2 80 Everyone has something to contribute

2 86 Give the opportunity for someone who deserve it and someone who wants to stay here.

2 91 Giving someone a job.

2 89 Hire the best person for the position. This question is insulting-the perceived disability may not be there at all

2 53 I consider them like anyone else and it is good to have diverse staff.

2 2 I don't see a whole lot of obstacles; let's put it that way; hiring someone with a disability over someone without; I don't see any benefit to it; to society as a whole yes.

2 40 I feel like we are helping the person and fulfilling my business needs and it is good for the community.

2 97 I guess each case you have separate advantages. An awareness of other workers and it allows people to get involved they might not be involved in. A good community and company and it benefits both.

2 10 I look at employees with and without disabilities the same way. They are loyal and do not leave work till job is done.

2 65 I need good worker and I am in the business to hire people and have them do good work for us.

2 5 I think it's a very important helps people understand where other people are coming from particularly in our business as we transport a number of disabled individuals

2 100 I work with three year olds so you need to be up and around. It would be good for the kids as a teaching tool.

2 6 I would say personally there are many I think that it comes down to finding the right candidate for the right job and if you find that right candidate for the right job it doesn't matter, if they can perform the job they can perform the job

2 99 If they are the best candidate they would be the best person for the job.

2 104 It benefits our company and the individual working with us.

2 56 It benefits to the candidate and the co-op.

2 111 It fulfills a community responsibility and it also tends to improve our levels of supervision. It also helps with diversity

2 105 It helps to bring diversity into the workplace and being a support and helping out the community in general.

2 43 It is a benefit overall to society. They are good workers too and benefits our company and there is a good influence on our workers and to our customers.

2 107 It is a wonderful thing if they are a good fit. A fit is a fit.

2 44 It is great for the company and the employees and it shows we support the community.

2 36 It is great for them for us and sometimes they are harder workers than those without disabilities.

2 21 It is nice to help someone that needs a job. It creates good feelings all around as it is great to give someone a job especially someone that felt they wouldn't get one. And it makes the employee feel good and that they are needed and for many of them they seem to work harder as they do feel needed. It is an all around positive thing.

2 15 It is not the disability that we look for but the individual.

2 81 It is the right thing to do.

2 83 It is to be able every single person to have an opportunity to have a job with the city of Burlington.

2 96 It is wonderful for kids in our day care to see disabled workers in our environment. The acceptance of kids by the workers and vice versa has a very positive impact on all concerned.

2 8 It provides a good example for other workers and it helps the community.

2 52 It would be good for the candidate but we are business handling hazardous materials. We might have some part time spots when the economy improves.

2 3 No benefit i mean it helps that person I mean that doesn't benefit me as much as it hopefully benefits society and gets somebody back to work

2 9 Obviously it encourages others within the workforce along with the employee. A lot of other intangible benefits.

2 14 Opening up the options for more candidates.

2 Potential for enriching the experience with all workers and compliance with federal
 2 74 law.
 2 Pretty much at this point I hire whoever's best for the job.
 2 60 Putting that candidate into a working position.
 Raises awareness among other employees which has been extremely positive.
 Customer impact has been very positive and there is good view on the visually
 2 34 impaired person who is working here.
 The benefits are for the worker and the larger community. It is not just for us but
 2 98 the whole community.
 The benefits are helping that person to succeed acknowledging that people with
 2 108 disabilities have lots of abilities to contribute to the work force.
 The training which they qualified for through voc rehab which made her work with
 2 85 us go very smoothly.
 There are obvious social benefits and being a socially responsible company we take
 2 61 such quite seriously.
 They appreciate the job and they make a good effort to a job to the best of their
 2 106 ability more than the typical candidate or worker.
 2 76 They are always dependable and they want to work.
 2 11 They are amazing. They bring a highly positive outlook to the work place.
 They are as good as anyone else and as long as they can do a job it does not make a
 2 66 difference to us.
 They are dedicated workers and develop good work habits and appreciate their job
 2 95 postings.
 2 32 They are focused on their job and they help the general community.
 2 51 They are good workers and they contribute to our working environment.
 They are good workers, appreciate having a job, provide a diversity to our staff.
 They are able to help disable customers with better information and we support our
 2 79 society's need to have productive neighbors.
 They are hard and good workers. They make up for their disability two fold in
 2 31 other skills. They are loyal and good workers.
 They are just as equal as anyone else and I can work around it without any
 2 88 problems. We had a deaf and mute person who worked here for 12 years.
 They are loyal and hard working and contribute to work place. From a training
 perspective they are open to a lot of different kinds of training. In terms of
 2 48 attendance they are excellent.
 2 55 They are steady and just what you get out of helping someone in the community.
 They are the same as everyone else but often have better attendance records and are
 2 58 very motivated.
 They are usually hard workers and dedicated. A primary benefit is giving them a
 2 49 chance to work with other people while learning job skills.
 2 39 They are very good work ethics and they want to work.
 They are very loyal, dependable and with a few modifications we have to make are
 2 41 insignificant in terms of their value.

2 18 They bring a nice attendance to the workforce and they appreciate their job more than others.

2 12 They have a level of commitment that is good and we try to give something back to the community.

2 33 They have a lot of initiative, they are very dependable and eager to learn. It is hard sometimes to see what the disabilities might be.

2 68 They have superb attendance compared to others and they seem to want to work and appreciate their job.

2 45 They help the work environment and are good for our employees and the customers we serve.

2 35 They provide a good service to the individual and serves as a role model

2 46 They provide a work place for people who really want to work. They are as a result very desirable employees.

2 20 They seem to appreciate the job more than others, they downright love it.

2 23 They seem to really want to work. They are eager to learn.

2 30 They tend to be committed workers and provide good services.

2 54 They tend to have good work ethics and they are here every day. Productivity might be improved which challenges utility. The attendance is good and they are very conscientious and caring about the work that they do.

2 69 To show that just because someone is handicapped that they can still work. They have abilities, capabilities and you just need to work with whatever limitations they have.

2 59 We look at everyone as equal and have a hard time setting aside one from another. Attendance is good and they are dependable.

2 50 We look at it as a person who will help us and we can help them and that they have good customer service skills or are willing to develop them.

2 28 We really believe that every person has value so this is a great thing for us to be able to find successful placement.

2 72 We want to enhance the responsiveness to the community from our business and helping out. We want to help people with self-respect and image. Our business does work with people who have had alcohol problems to help them out.

2 110 We would see that helping fulfill our role of our social mission and adding diversity and an important view point in our work place. Also, bringing a greater diversity of approaches to our work.

Q29

Do you feel there are any potential drawbacks to hiring a candidate with a disability?

IF YES ASK: WHAT DO YOU SEE AS POTENTIAL DRAWBACKS?

1 YES (SPECIFY)

- 1 235 A lot of things run through my mind, I'd rather not say
- 1 180 Abusing the disability
Anybody who works here needs to supervise children at all times, visually and
- 1 85 audibly.
- 1 208 At times, like driving truck, there could be issues there
Communication and depending on the disability. Couldn't hire anyone who is
- 1 57 visually impaired due to the type of work.
- 1 232 Danger to themselves and others, we're a highly mechanized organization
Depend on disability I don't know about drawbacks as much as accommodating the
- 1 173 physical office, 2 floors etc. not impossible just difficult.
- 1 14 Depending what the disability was.
- 1 22 Depends on disability.
- 1 81 Depends on the disability.
- 1 190 Depends on the disability but it does not scare me.
- 1 5 Depends on the disability
- 1 101 Depends on the disability but that varies a lot.
- 1 23 Depends on the individual
- 1 118 Depends on the position and disability.
- 1 67 Depends upon the job
- 1 126 Everyone is different so it depends on the person.
- 1 162 Facility issues
Having to modify a building in some way but again but again I don't really know
we haven't had a lot of experience. There could be financial drawbacks but I don't
- 1 48 have a lot of experience with it.
- 1 175 How much time it would take to provide oversight support for an individual.
- 1 187 I guess it would depend on the candidate
I mean there's probably certain things that they depending obviously depending on
the disability certain tasks that they might not be able to perform here but we can
- 1 250 always accommodate people and figure out different ways to do things.
I think that sometimes there is a stigma attached depending how the person has been
- 1 167 treated in general or at a previous employer and sometimes it's hard to overcome.
- 1 131 If it was a disability we weren't familiar with, we might need training
If there's not a good match you know pre- sort of, hire matching done then
- 1 165 potentially they could be hired for a job that doesn't suit them.

1 168 In some area it just wouldn't work, they wouldn't have the stamina to do the job.
 1 10 In the steel fabrication business; it's pretty hard.
 1 134 It would depend on the disability.
 It would depend on the jobs. You have a constant of being nice to customers which
 1 87 might be hard for some disabled workers.
 1 153 It's the safety issue due to the danger of our work sites.
 1 106 Job injuries increase and job dependability. Bi-polar folks are very challenging.
 1 33 Just physical because our work is difficult for someone with physical disabilities
 1 56 Maybe safety concerns
 1 107 Most jobs here require sight and hearing
 1 80 Most of our work here requires physical effort
 Not necessarily if they can do the job. I think it would be a drawback if we're
 1 44 placing someone and they're not able to do the job at all or to contribute.
 1 172 Nothing specific
 1 105 Only if it effects their job
 1 154 Only if they can't do the critical parts of the job
 1 213 Our building isn't handicap accessible.
 1 102 Physical capabilities. P
 Physical disability could be difficult because my jobs could be dangerous, certain
 1 6 parts of my work are technical.
 1 241 Possible getting to work.
 1 140 Reinjuring themselves while working for me
 1 244 Safety because we are a construction company.
 1 13 Some issues could come up but we would deal with them as they arose.
 1 42 Some of our jobs it just would not work for disabled.
 1 135 Some would be limited in moving up the ladder for certain jobs.
 1 96 Someone could get hurt easily with the machinery.
 1 228 Sometimes an individual requires additional support that may be challenging.
 1 73 Sometimes it takes a little more supervision and staffing.
 That they wouldn't be able to do the task, get frustrated easily, provide proper care
 1 103 for the kids.
 1 26 The work that needs to be done at our camp is very rugged kind of work.
 1 90 Their limitations, whatever it might be.
 There's more time that needs to be allotted to train that person to do the job and
 1 88 that's not always feasible in a small operation like this.
 1 139 This is a fire department, the work here is very physical.
 1 161 Unsafe for disabled
 Very high danger around the machinery and having someone on the floor who could
 1 72 not react quickly enough to avoid an accident.
 We do take on some liability. We have to sort out each person carefully to make
 1 253 sure they fit.

1 71 Well I have found that they one i had before the downs syndrome girl she was had
 temper tantrums and flare-ups that i had to be careful of; she would throw things.
 We're an ambulance service, workplace is not always suitable, going in and out of
 1 160 people's houses, depends on what the disability is.
 1 77 Will take up more time.
 1 274 Hard to do it out in the field and we have certain physical requirements.
 Depends on the disability and more human resources work and help in integrating
 2 72 people and getting our current employees to adjust. A lot more effort required.
 2 21 Financial is the only one.
 2 32 Flexibility issues can be a problem.
 Having the flexibility and support time available to make it work for the employee.
 2 110 We are overstretched at this point and need most people to hit the ground running.
 I have no idea what the range of disabilities. We have a lot of drivers and they need
 2 52 to pass tests on hazardous materials tests.
 Limitations they have and it depends on the issue or job. Processing information can
 2 54 be a problem but his work is good.
 Occasionally as job readiness is a huge thing. There are indicators sometimes are
 really pushing them which does not always work. Again skill and readiness are the
 2 107 key components.
 Only to the extent that a disability may inhibit a person being able to perform a job
 2 16 function.
 2 11 Some administrative duties which are time consuming.
 Some businesses are not set up, accessible to having people with handicaps such as
 a wheelchair. It is difficult as some companies are not on the bus line which makes
 2 28 it impossible for some people with handicaps.
 Sometimes and it depends on the disability as they may be slowed down a bit in
 terms of quick thinking and fast paced which is the nature of our store environment.
 2 39 This can cut into our time and efforts but we try to work with them.
 2 51 Sometimes it takes some extra attention.
 2 34 Sometimes processes take a little longer but the good outweighs the bad.
 Sometimes there are troubles in matching up the person to the requirements of the
 2 108 job.
 2 68 Sometimes we are limited as we only have stand up positions.
 2 85 The ability to get around moving in the office, traveling can be problematic as well.
 There are drawbacks if there is no match for the job. It has nothing to do with
 2 89 disability
 2 30 There are limitations in some positions but we work hard on them to assure success.
 There can be and it depends on what is expected and what the person is capable of
 2 46 doing. It all depends on the job.
 2 14 There is a potential cost to the business for accommodations.
 We are a machine shop and there are certain things that will not work. We tried out
 2 90 a blind man and it did not work'

2 111 We have had one case which was difficult and of the course of time and was
2 50 reclassified as independent and we had a difficult issue once she lost her resources.
2 50 We have not had a lot of long term success with it which is a bit frustrating.

2 2 Well it depends on the disability I mean we have a copy center, you have to lift 50
2 2 lbs of paper to move it around, were computerized it would depend on the disability
2 2 on whether someone can do the job; if they could do the job there's no drawback

Q33

The current workforce in Vermont is aging and there are an increasing number of employees with age related disabilities in the workforce. Has Vermont's aging workforce caused any problems for your business?

IF YES, ASK: What are these problems?

1 YES (SPECIFY)

- 1 165 A lot of the work we do is very physically demanding and some of the people we've had work for us for many years are less able to do that type of work
- 1 258 A lot of our staff who are nurses, CNA's, etc. Are aging and yes in general that could be a problem.
- 1 228 Declining capacity.
- 1 191 In some physical positions yes - not necessarily problems, it's just individuals who are not really able to do the physical aspects of the job that they were once able to and they look for something different something less physical but they're you know we're usually able to help them find something here
- 1 25 Just there's noticeably not a lot of younger people wanting to get into this trade
- 1 101 Lack of available candidates who are older for vacancies has affected us. We have some jobs posted and do not get qualified for those positions or they lack the skills we are looking for.
- 1 244 Lack of skilled installers, need to train younger people.
- 1 167 More than 10% of my population is over the age of 62.
- 1 151 One particular employee had to leave on a medical disability which was age related.
- 1 233 Only in nursing
- 1 39 Physical limitations and knowledge management that is leaving with them
- 1 128 They don't last thru the training process
- 1 194 We have a number of staff members who physically are limited in the jobs that they've held for a long period of time and it's primarily due to age
- 1 13 We have some who are aging who are having some physical problems-nothing major but it may happen in the future.
- 1 80 When people retire we had to replace them
- 1 9 Will be an issue down the road
- 1 278 It is beginning to do so, we are seeing a loyal work group with lots of longevity in custodians and physical plant workers. A few of them are having problems now as mopping floors for 5-6 hrs a day it may cause problems. We are trying to find ways to help folks.
- 2 101 A smaller pool of people to hire from.

Individuals who have not kept up with requirement to maintain a modern skill set technology-computers. Manual laborers who have worn out bodies at 50 who have not kept up with new skills. Public safety-first responders where physical fitness is necessary and it has not kept up with the requirements on the job.

It has impacted our strategic planning and we are aware that it is going to impact us so we are dealing with it in our plans.

Limited - it is just numbers, really we have so many positions some physical some not the physical ones focus retire look other move on life no influx of harder to fill position qualified applicants

Some issues have arisen with 900 employees and our group is aging. We have wheel chair issues access to work stations and getting people from one place to another is a challenge.

There are two issues-having an aging workforce caring for aging parents. We have an aging workforce with physical duties and we see some increase in injury do to that.

We are a technology dependent so lack of those skills in older people can be a disadvantage.

Q40

What is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide?

7 Other (SPECIFY)

- 1 233 A DVD
 - 1 94 Already work with them very closely in the same building. We have all the information we need.
 - 1 61 Contact out HR manager
 - 1 58 Court administrator's office
 - 1 48 Fax
 - 1 216 Flyers; payroll and check attachments
 - 1 167 Going through the HR office
 - 1 235 In writing
 - 1 247 Maryanne 802-228-4041
 - 1 206 Newspaper
 - 1 130 Poster
 - 1 211 You'd go thru the VP
 - It is not the way but the consistency of the contact and it depends on the person getting to you and that you have worked with over time. The manner or conveyance does not matter.
- 2 89
- 2 1 Signage in the break room
- 2 37 VT. Human Resource Association.

Q41

Does your company or business work with (other) placement programs?

IF YES ASK: WHICH OTHER PLACEMENT PROGRAMS?

1 YES (SPECIFY)

- 1 46 20 different ones
- 1 157 20/20 girl comes in with disability and cleans once a week
- 1 27 A headhunter occasionally and the VT. employment service
- 1 135 Day workers, like labor ready
- 1 56 Dept of labor P
- 1 15 Educational programs to place students and to recruit employees
- 1 94 Employment Associates and Department of Labor
- 1 85 Essex tech center
- 1 198 External recruiters
- 1 247 High risk programs with the local schools
- 1 31 I don't know
In the past we have occasionally used temp agencies; I don't know if that's considered what you're looking for but other than that that's the only sort of program we've used.
- 1 165 Internal placement program for youth and adults with developmental or traumatic brain injuries.
- 1 201 Johnson State College for interns and apprenticeships-all none paying.
- 1 97 Lamoille area staffing services
- 1 233 Mental Health and Vermont Associates
- 1 213 Post positions with the Vermont Department of Labor
- 1 124 Refugee Centers have sent us candidates.
- 1 171 Refused
- 1 229 REFUSED
- 1 231 Refused for confidentiality
- 1 159 Rutland mental health
- 1 131 Staffing agencies
- 1 91 Temp agencies
- 1 261 Temporary agencies and the unemployment office.
- 1 234 Temporary agencies, several companies that post jobs.
- 1 190 Temporary agencies.
- 1 266 Temporary agencies.
- 1 132 Temporary employment agency.
- 1 137 Temps
- 1 147 Through the high schools

1 138 Vermont associates and northeast human services, and the corrections department.
 1 202 Vermont refugee program
 1 183 Vo tech schools in Rutland and Wyoming tech.
 1 32 Voc center at the high school
 With students; placement programs for interns; things like that; probably thru
 1 44 schools and that we have seasonal employees
 1 112 Work fare program from Springfield, Vermont
 1 6 Work with Labor Ready
 1 167 Work with some temp agencies
 1 197 Workers comp
 1 281 Some temp agencies (Kelly) and local colleges and universities.
 1 280 West Staff
 2 73 Addison County Employment Services which is similar to Vabir
 Cathy Lavoie, a state program, she's trying to place recently graduated high school
 2 7 kids haven't found the right match yet but it may happen
 2 22 Community based learning through the high school
 2 97 Department of Labor, job corps, several other professional placement sources.
 2 108 Department of Labor, Voc Rehab, Vt Adult Learning and a lot of non-profits.
 2 105 Department of Labor.
 2 90 Departments of Corrections and Labor along with Westaff.
 2 5 Dept of labor
 2 89 Dept of Labor and Vt Association of Older Workers,
 2 104 Dept. Of Labor
 2 83 Division of Labor
 2 85 Economic services and the Dept. Of Labor and Dept. Of Corrections.
 2 53 Economic services, reach up.
 2 11 Howard Center and local school systems and sometimes Labor ready and Westaff.
 2 69 Lincoln Street
 2 36 Middlebury Job Placement group
 2 68 Northwest Counseling and Support Services
 2 44 Sometimes through the state and in a county resource.
 2 9 State of VT employment agencies primarily.
 2 37 Temp agencies
 2 14 Temporary hiring agencies.
 2 17 Temporary services for example-Weststaff.
 2 48 Vabir and other staffing agencies.
 2 107 Vermont Associates, reach up and this may come out of Dept. Of Labor funded.
 2 2 We have worked with summer youth employment program
 We work with Unemployment and Training, Vt Dept of Labor Job Placement
 2 15 Service, and various private and public educational institutions.
 2 58 Weststaff, Vermont Associates

Appendix 2. Survey Questionnaire



Vermont Division of Vocational Rehabilitation

June, 2009

2009 Vermont Division of Vocational Rehabilitation Employer Survey

Brian Robertson, Ph.D.

Patrick Madden

Market Decisions

Screeners – ASK for the business owner or the person in charge of human resources

Questions asked of current clients only are displayed in blue

Questions asked of non-clients only are displayed in red

Questions asked of all respondents are displayed in black

Awareness and Familiarity

Q01

These first questions are about the Vermont Division of Vocational Rehabilitation.

How familiar are you with the Vermont Division of Vocational Rehabilitation?

- 1 Very Familiar
- 2 Somewhat Familiar
- 3 Not Very Familiar
- 4 Not at All Familiar

8 DK

9 REF

Q02

In general, what are your impressions of the Vermont Division of Vocational Rehabilitation?

- 1 SPECIFY

8 DK

9 REF

Q03

Based on what you know or may have heard, what types of services are provided by the Vermont Division of Vocational Rehabilitation?

- 1 SPECIFY

8 DK

9 REF

Q04

In general, would you say your image of the Vermont Division of Vocational Rehabilitation is...
(READ RESPONSES)

ASK: WHY IS THAT

- 1 Very Positive (SPECIFY)
- 2 Somewhat Positive (SPECIFY)
- 3 Neutral
- 4 Somewhat Negative (SPECIFY)
- 5 Very Negative (SPECIFY)

- 8 DK
- 9 REF

Q05

Next, think about the Vermont Association of Business, Industry and Rehabilitation or VABIR.
How familiar are you with VABIR?

- 1 Very Familiar
- 2 Somewhat Familiar
- 3 Not Very Familiar
- 4 Not at All Familiar

- 8 DK
- 9 REF

Q06

In general, what are your impressions of VABIR?

- 1 SPECIFY

- 8 DK
- 9 REF

Q07

Based on what you know or may have heard, what types of services are provided by VABIR?

- 1 SPECIFY

- 8 DK
- 9 REF

Q08

In general, would you say your image of VABIR is...
(READ RESPONSES)

ASK: WHY IS THAT

- 1 Very Positive (SPECIFY)
- 2 Somewhat Positive (SPECIFY)
- 3 Neutral
- 4 Somewhat Negative (SPECIFY)
- 5 Very Negative (SPECIFY)

- 8 DK
- 9 REF

Communications with and Use of Services Provided by VT DVR

VT DVR

VocRehab Vermont and VABIR work to meet the staffing needs of Vermont businesses by referring and supporting workers with disabilities as they enter or re-enter the workforce.

Other services include disability employment consultations, disability awareness seminars and access to financial incentives available to businesses who hire workers with disabilities.

All services are free and available to businesses both large and small.

Q09

These next questions are about communications with the Vermont Division of Vocational Rehabilitation and use of its services.

Are you currently working with or receiving services from...
(READ RESPONSES AND SELECT ALL MENTIONED)

- 1 The Vermont Division of Vocational Rehabilitation
- 2 The Vermont Association of Business, Industry and Rehabilitation (VABIR)
- 3 Supported Employment providers working with specific populations (definition: programs serving individuals with developmental disabilities and/or mental health barriers)
- 4 NONE

- 8 DK
- 9 REF

Q10

Have you ever met with a representative or the staff of...
(READ RESPONSES AND SELECT ALL MENTIONED)

- 1 VocRehab Vermont
- 2 The Vermont Association of Business, Industry and Rehabilitation (VABIR)
- 3 A supported employment provider
- 4 Other employment programs helping jobseekers (refugee resettlement programs, corrections, TANF (welfare))
- 5 NONE/NEVER MET WITH REPRESENTATIVE

- 8 DK
- 9 REF

ASK IF THEY MET WITH VT DVR REPRESENTATIVE**Q11**

When was the last time you met with a representative of the VocRehab Vermont?

- 10 WITHIN THE PAST WEEK
- 11 2 – 3 WEEKS AGO
- 12 1 MONTH AGO
- 13 2 – 3 MONTHS AGO
- 14 4 – 6 MONTHS AGO
- 15 7 – 9 MONTHS AGO
- 16 10 – 12 MONTHS AGO
- 17 1 – 2 YEARS AGO
- 18 > 2 YEARS AGO

- 98 DK
- 99 REF

ASK IF THEY MET WITH VABIR REPRESENTATIVE**Q12**

When was the last time you met with a representative of VABIR?

- 10 WITHIN THE PAST WEEK
- 11 2 – 3 WEEKS AGO
- 12 1 MONTH AGO
- 13 2 – 3 MONTHS AGO
- 14 4 – 6 MONTHS AGO
- 15 7 – 9 MONTHS AGO
- 16 10 – 12 MONTHS AGO
- 17 1 – 2 YEARS AGO
- 18 > 2 YEARS AGO

- 98 DK
- 99 REF

IF NOT CURRENTLY RECEIVING SERVICES SKIP TO Q14

Q13

I'm going to read a list of services provided by VocRehab Vermont and/or VABIR for each please let me know if your company or business is CURRENTLY using this service.

LIST OF SERVICES

- *Referral of candidates for job openings*
- *Training and consulting on disability and employment*
- *Retention and/or retraining of incumbent workers who develop disabilities due to aging, injury or other factors*
- *Disability awareness and etiquette trainings for supervisors, managers and staff*
- *Assistance with accommodations for workers with disabilities*
- *Identification of hiring incentives such as tax credits, training reimbursement and financial offsets to the cost of modifying buildings and workplaces*
- *Invest EAP discounts*
- *Job coaching*
- *"Try before you buy" options for assessing a candidate prior to making a hiring decision*

1 Yes (Currently using service)

2 No

8 DK

9 REF

Q14

Has your company or business received any (other) services from VocRehab Vermont and/or VABIR in the past?

IF YES: READ LIST OF SERVICES (SAME AS ABOVE)

1 Yes (Currently using service)

2 No

8 DK

9 REF

IF THEY ARE NOT CURRENTLY RECEIVING SERVICES BUT DID SO IN THE PAST
Q15

Why is your company or business no longer working with VocRehab Vermont and/or VABIR?

1 SPECIFY (SPECIFY)

8 DK

9 REF

Q15a

How long ago did you have this relationship with VocRehab Vermont and/or VABIR?

1 ENTER MONTHS

2 ENTER YEARS

8 DK

9 REF

Satisfaction with VT DVR Services

Q16

Overall, how long have you been working with VocRehab Vermont and/or VABIR?

1 ENTER MONTHS

2 ENTER YEARS

8 DK

9 REF

This series will repeat for each service

Q17

Next, I would like to know your experiences with the staff of the Vermont Division of Vocational Rehabilitation and the services they provide.

Overall, how satisfied are you with FILL SERVICE
(READ RESPONSES)

IF DISSATISFIED ASK WHY IS THIS?

- 1 Extremely Satisfied
- 2 Very Satisfied
- 3 Somewhat Satisfied
- 4 Somewhat DIS-satisfied, or (SPECIFY)
- 5 Very DIS-satisfied (SPECIFY)

- 8 DK
- 9 REF

Q18

How satisfied are you with the Division staff providing this service?

(READ RESPONSES)

PROMPT: DESCRIPTION OF FILL SERVICE

IF DISSATISFIED ASK WHY IS THIS?

- 1 Extremely Satisfied
- 2 Very Satisfied
- 3 Somewhat Satisfied
- 4 Somewhat DIS-satisfied, or (SPECIFY)
- 5 Very DIS-satisfied (SPECIFY)

- 8 DK
- 9 REF

Q19

Are there ways that VocRehab Vermont and/or VABIR could improve this service or make it more useful to your company or business?

PROMPT: DESCRIPTION OF FILL SERVICE

1 YES (SPECIFY)

2 NO

8 DK

9 REF

Q20

Have you ever hired a candidate referred to you by VocRehab Vermont and/or VABIR?

1 YES

2 NO

8 DK

9 REF

Interest in VT DVR Services

ASK OF THOSE NOT RECEIVING SERVICES THROUGH DVR

Q21

VocRehab Vermont and VABIR would like to understand how interested your company or business would be in the services it provides. These services are provided at no charge to Vermont businesses.

LIST OF SERVICES

- *Referral of candidates for job openings*
- *Training and consulting on disability and employment*
- *Retention and/or retraining of incumbent workers who develop disabilities due to aging, injury or other factors*
- *Disability awareness and etiquette trainings for supervisors, managers and staff*
- *Assistance with accommodations for workers with disabilities*
- *Identification of hiring incentives such as tax credits, training reimbursement and financial offsets to the cost of modifying buildings and workplaces*
- *Invest EAP discounts*
- *Job coaching*
- *“Try before you buy” options for assessing a candidate prior to making a hiring decision*

This question will be repeated for each service
Q22

How interested would your company or business be in receiving this service from the Division?

PROMPT: DESCRIPTION OF FILL SERVICE

- 1 Very Interested
- 2 Somewhat Interested
- 3 Not Very Interested
- 4 Not at All Interested
- 5 WOULD NEED TO KNOW MORE ABOUT SERVICE

- 8 DK
- 9 REF

Q23

Regardless of your experiences with the Vermont Division of Vocational Rehabilitation, are there (additional) needs that your company or business has that VT DVR could help meet

- 1 YES (SPECIFY)
- 2 NO

- 8 DK
- 9 REF

Hiring Process and Prior Experiences with Employees with Disabilities

Q24

Next, I would like to ask you a few questions about your hiring process and past experiences with employees with disabilities.

In general, how do you currently recruit for positions in your company or business?

PROMPT: Are there any other ways you recruit for positions?

- 1 Internet Job Sites
- 2 Newspaper
- 3 Radio
- 4 Internal Postings
- 5 Job Fairs
- 6 Through Colleges, Universities
- 7 Other (SPECIFY)
- 8 DK
- 9 REF

Q25

Do you currently have any workers with disabilities in the workplace?

- 1 YES
- 2 NO

- 8 DK
- 9 REF

[If Yes, SKIP TO Q27]

Q26

Have you hired any persons with disabilities in the past?

- 1 YES
- 2 NO

- 8 DK
- 9 REF

Q27

Do you currently have a diversity initiative implemented in your company or business?

- 1 YES
- 2 NO

- 8 DK
- 9 REF

Q28

What do you see as the benefits of hiring a candidate with a disability?

- 1 SPECIFY

- 8 DK
- 9 REF

Q29

Do you feel there are any potential drawbacks to hiring a candidate with a disability?

IF YES ASK: WHAT DO YOU SEE AS POTENTIAL DRAWBACKS?

1 YES (SPECIFY)

2 NO

8 DK

9 REF

Q30

Were you aware that the American with Disabilities Act provides businesses with tax credits and deductions to offset some of the costs of improving accessibility for employees with disabilities?

1 YES

2 NO

8 DK

9 REF

Q31

Would the availability of these tax incentives make you more likely to hire a candidate with a disability?

1 YES

2 NO

5 WOULD NEED MORE INFORMATION

8 DK

9 REF

Q32

VocRehab Vermont and VABIR are helping employers try out candidates with disabilities using no-risk arrangements between the employer and VocRehab Vermont / VABIR. How interested would you be in a service where you could assess candidates with disabilities prior to making a hiring commitment through such an arrangement?

1 Very Interested

2 Somewhat Interested

3 Not Very Interested

4 Not at All Interested

5 WOULD NEED TO KNOW MORE ABOUT SERVICE

8 DK

9 REF

Q33

The current workforce in Vermont is aging and there are an increasing number of employees with age related disabilities in the workforce. Has Vermont's aging workforce caused any problems for your business?

IF YES, ASK: What are these problems?

- 1 YES (SPECIFY)
- 2 NO
- 8 DK
- 9 REF

Q34

The Division is considering developing a service that provides assistance to employers for their existing employees that may be developing age related disabilities. How interested would your company or business be in such a service?

- 1 Very Interested
- 2 Somewhat Interested
- 3 Not Very Interested
- 4 Not at All Interested
- 5 WOULD NEED TO KNOW MORE ABOUT SERVICE
- 8 DK
- 9 REF

Q35. Are you familiar with Employee Assistance Programs, EAPs?

- 1. Yes
- 2. No
- 3. Not sure

[If Yes, SKIP to Q36]

If “no” Description: An EAP is a service that employers purchase to provide quick resolution and assistance for employees who are experiencing any type of personal, workplace, legal or financial problem. The vast majority of U.S. companies have an EAP program in part to increase productivity and decrease costs associated with absenteeism, accidents, turnover and conflicts at work.

[SKIP to Q 39]

Q36. Does your company offer employees access to an Employee Assistance Program?

- 1. Yes
- 2. No
- 3. Not sure

Q38. Are you aware that the vast majority of U.S. companies have an EAP program in part to increase productivity and decrease costs associated with absenteeism, accidents, turnover and conflicts at work?

1. Yes
2. No
3. Not sure

Q39. Would you be interested in meeting an Invest EAP representative to learn about how their comprehensive EAP program could benefit your company?

1. Yes
2. No
3. Not sure

Communications

Q40

What is the most effective method of providing your company or business with information about the services that VocRehab Vermont and VABIR provide?

- 1 Email
- 2 In-person contact by a representative
- 3 Job Fairs
- 4 Telephone contact by a representative
- 5 Regular Mail – brochures, pamphlets
- 6 Website
- 7 Other (SPECIFY)
- 8 DK
- 9 REF

Q41

Does your company or business work with (other) placement programs?

IF YES ASK: WHICH OTHER PLACEMENT PROGRAMS?

- 1 YES (SPECIFY)
- 2 NO
- 8 DK
- 9 REF

Q42

One option that the Vermont Division of Vocational Rehabilitation is considering is working together with a number of other placement programs to provide one point of contact that would allow your company to access a range of placement programs by contacting one representative. How interested would your company be in such an arrangement?

- 1 Very Interested
- 2 Somewhat Interested
- 3 Not Very Interested
- 4 Not at All Interested
- 5 WOULD NEED TO KNOW MORE ABOUT SERVICE

- 8 DK
- 9 REF

ASK OF THOSE NOT RECEIVING SERVICES**Q43**

Would you be interested in having an Employment Counselor contact you to discuss the many options available to Vermont businesses?

IF YES: GET NAME AND VERIFY TELEPHONE NUMBER

I'll pass your information along and the Division will get in touch.

- 1 Yes
- 2 No

- 8 DK
- 9 REF